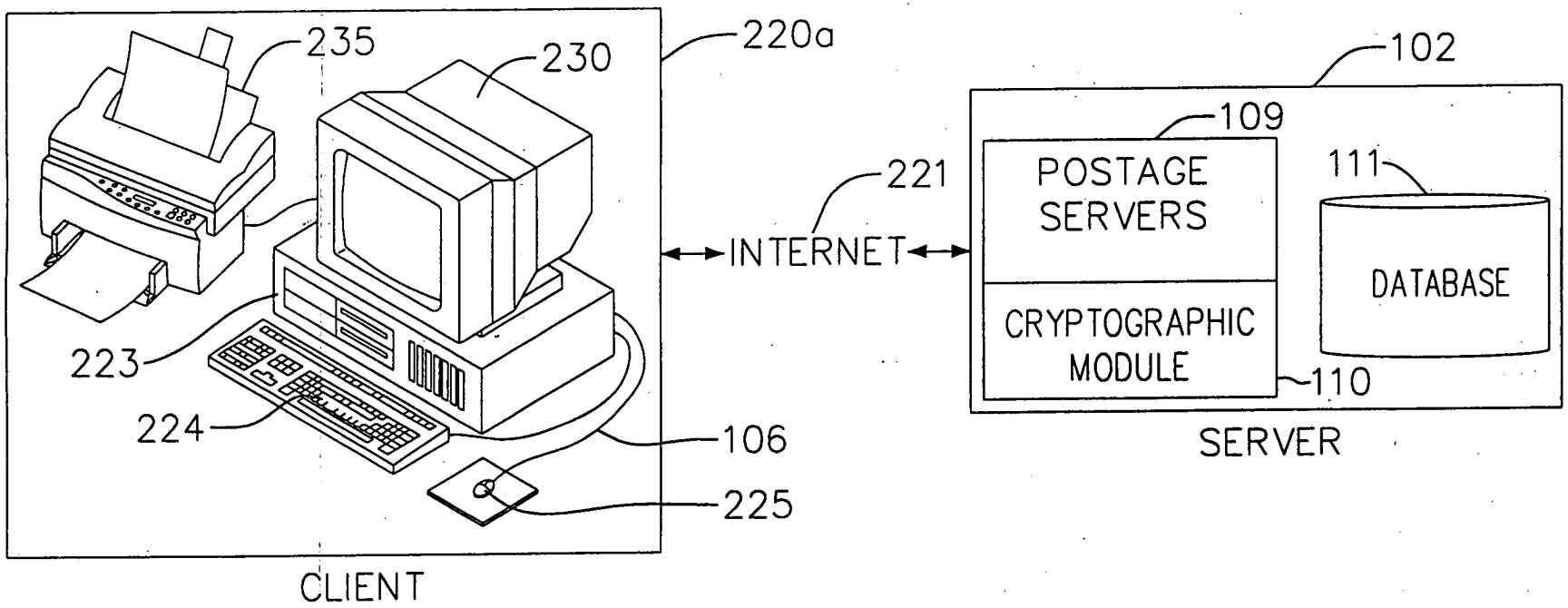
Docket: 2000.0

FIG. 1



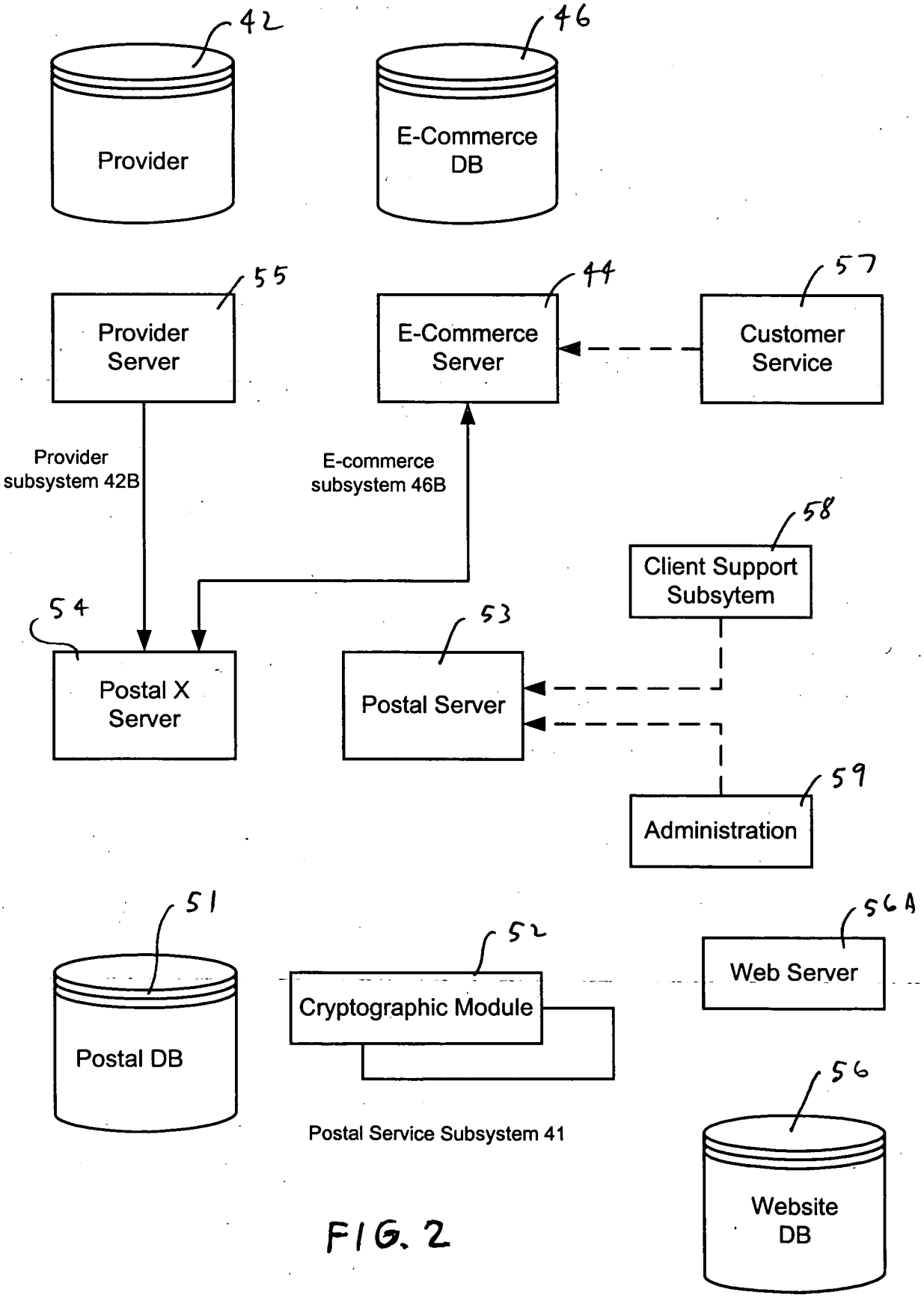

42
Provider
46
E-Commerce DB
55
Provider Server
44
E-Commerce Server
57
Customer Service
Provider subsystem 42B
E-commerce subsystem 46B
58
Client Support Subsytem
54
Postal X Server
53
Postal Server
59
Administration
51
Postal DB
52
Cryptographic Module
56A
Web Server
Postal Service Subsystem 41
56
Website DB

FIG. 2

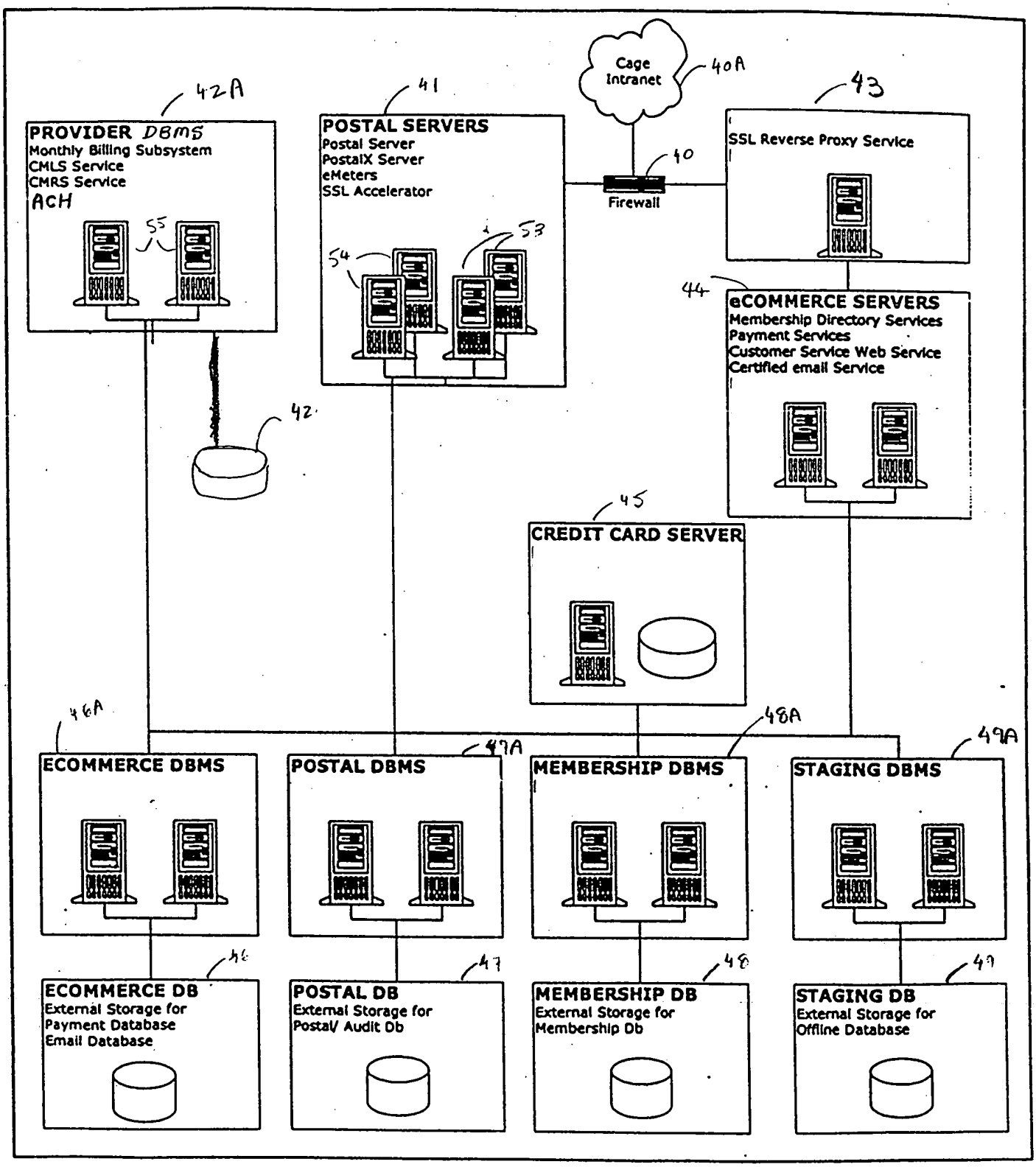

Cage Intranet
40A
42A
41
43
PROVIDER DBMS
Monthly Billing Subsystem
CMLS Service
CMRS Service
ACH
55
POSTAL SERVERS
Postal Server
PostalX Server
eMeters
SSL Accelerator
54
53
40
Firewall
SSL Reverse Proxy Service
44
eCOMMERCE SERVERS
Membership Directory Services
Payment Services
Customer Service Web Service
Certified email Service
42
45
CREDIT CARD SERVER
46A
48A
49A
ECOMMERCE DBMS
POSTAL DBMS
MEMBERSHIP DBMS
STAGING DBMS
46
47
48
49
ECOMMERCE DB
External Storage for
Payment Database
Email Database
POSTAL DB
External Storage for
Postal/ Audit Db
MEMBERSHIP DB
External Storage for
Membership Db
STAGING DB
External Storage for
Offline Database

FIG. 3

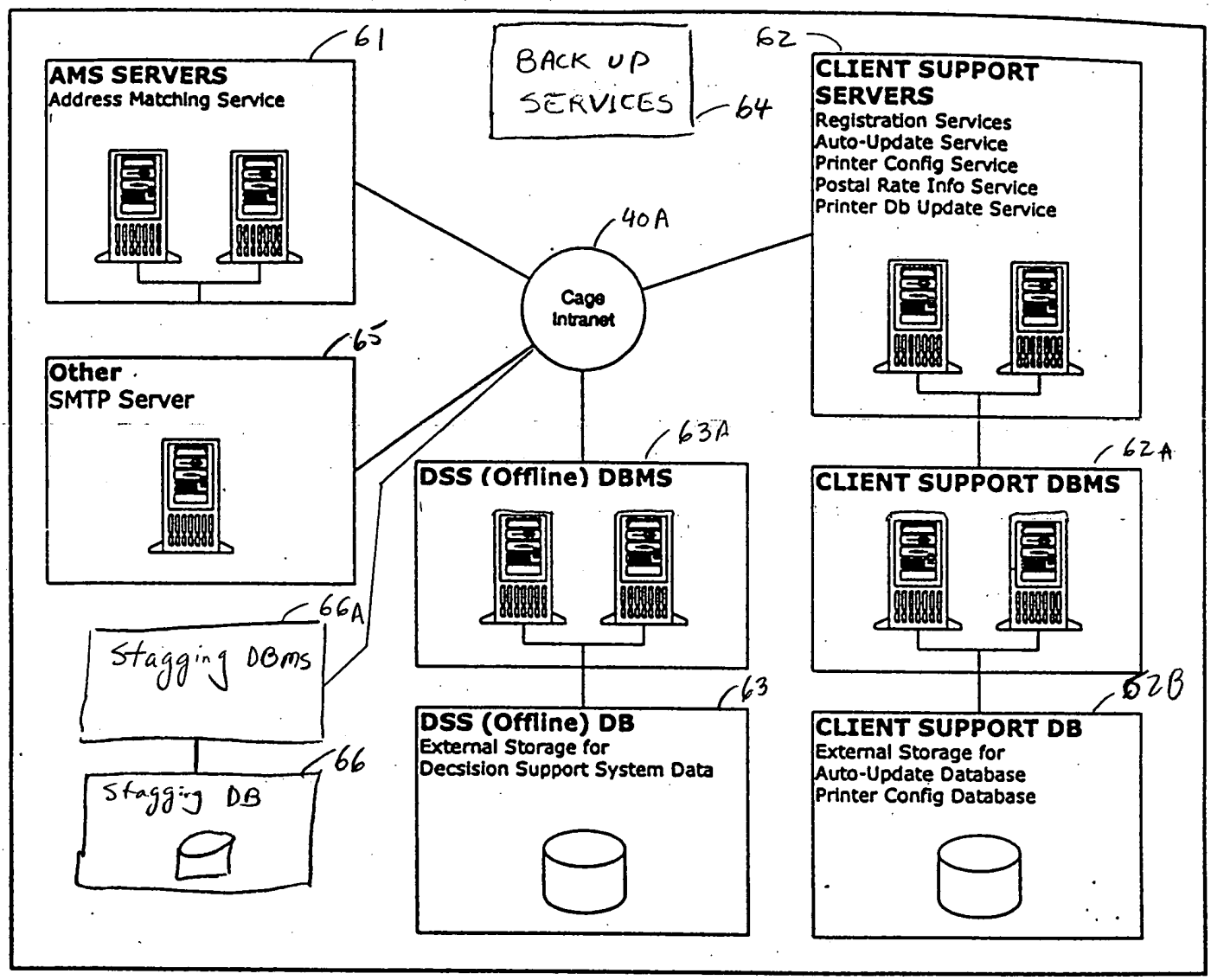

61
AMS SERVERS
Address Matching Service
BACK UP SERVICES
64
62
CLIENT SUPPORT SERVERS
Registration Services
Auto-Update Service
Printer Config Service
Postal Rate Info Service
Printer Db Update Service
40A
Cage Intranet
65
Other
SMTP Server
63A
DSS (Offline) DBMS
62A
CLIENT SUPPORT DBMS
66A
Stagging DBMS
63
DSS (Offline) DB
External Storage for
Decision Support System Data
62B
CLIENT SUPPORT DB
External Storage for
Auto-Update Database
Printer Config Database
66
Stagging DB

FIG. 4

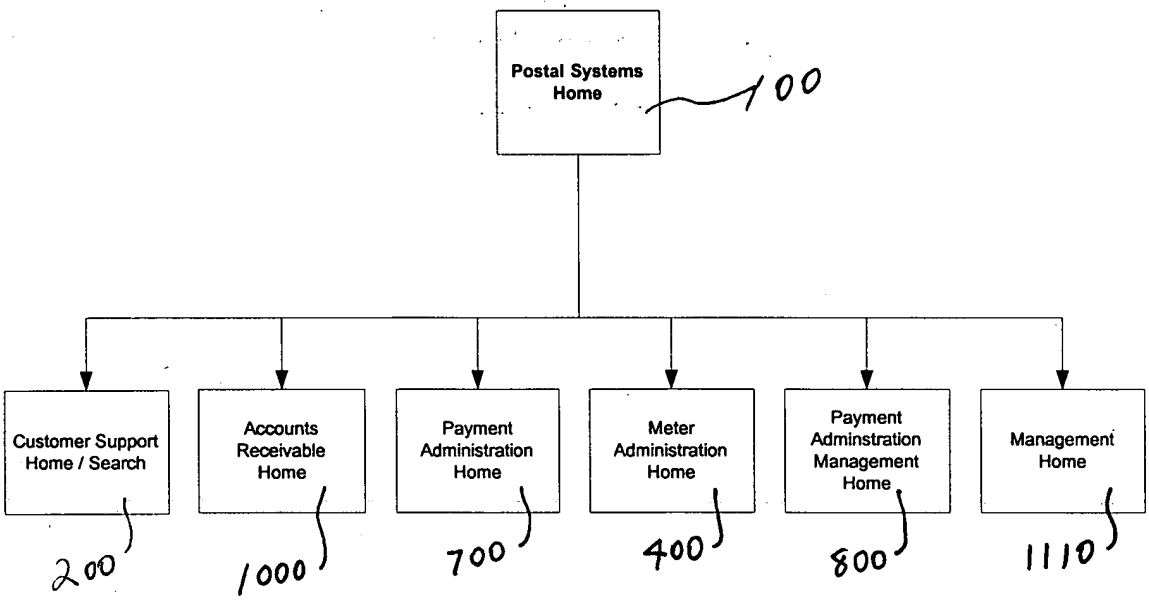

Postal Systems Home
100
Customer Support Home / Search
Accounts Receivable Home
Payment Administration Home
Meter Administration Home
Payment Adminstration Management Home
Management Home
200
1000
700
400
800
1110

FIG. 5

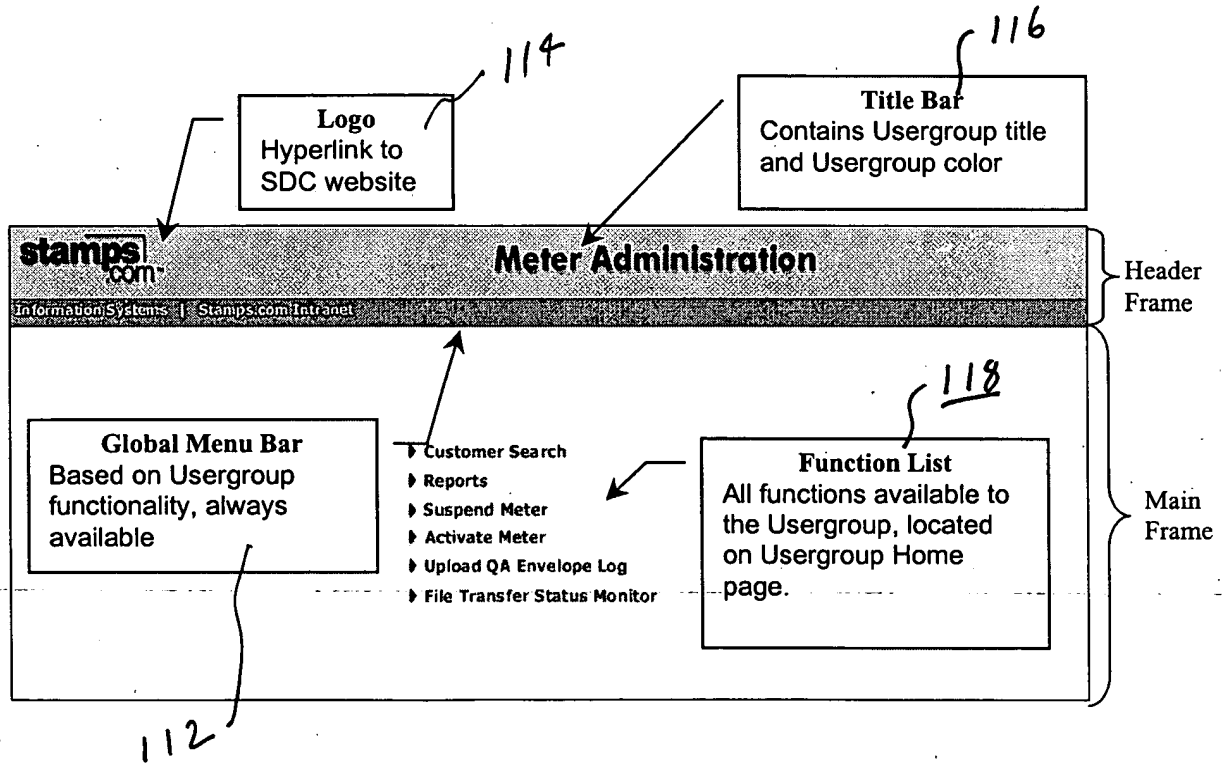

114
116
Logo
Hyperlink to SDC website
Title Bar
Contains Usergroup title and Usergroup color
stamps.com
Meter Administration
Information Systems | Stamps.com Intranet
Header Frame
118
Global Menu Bar
Based on Usergroup functionality, always available
Customer Search
Reports
Suspend Meter
Activate Meter
Upload QA Envelope Log
File Transfer Status Monitor
Function List
All functions available to the Usergroup, located on Usergroup Home page.
Main Frame
112

FIG. 6

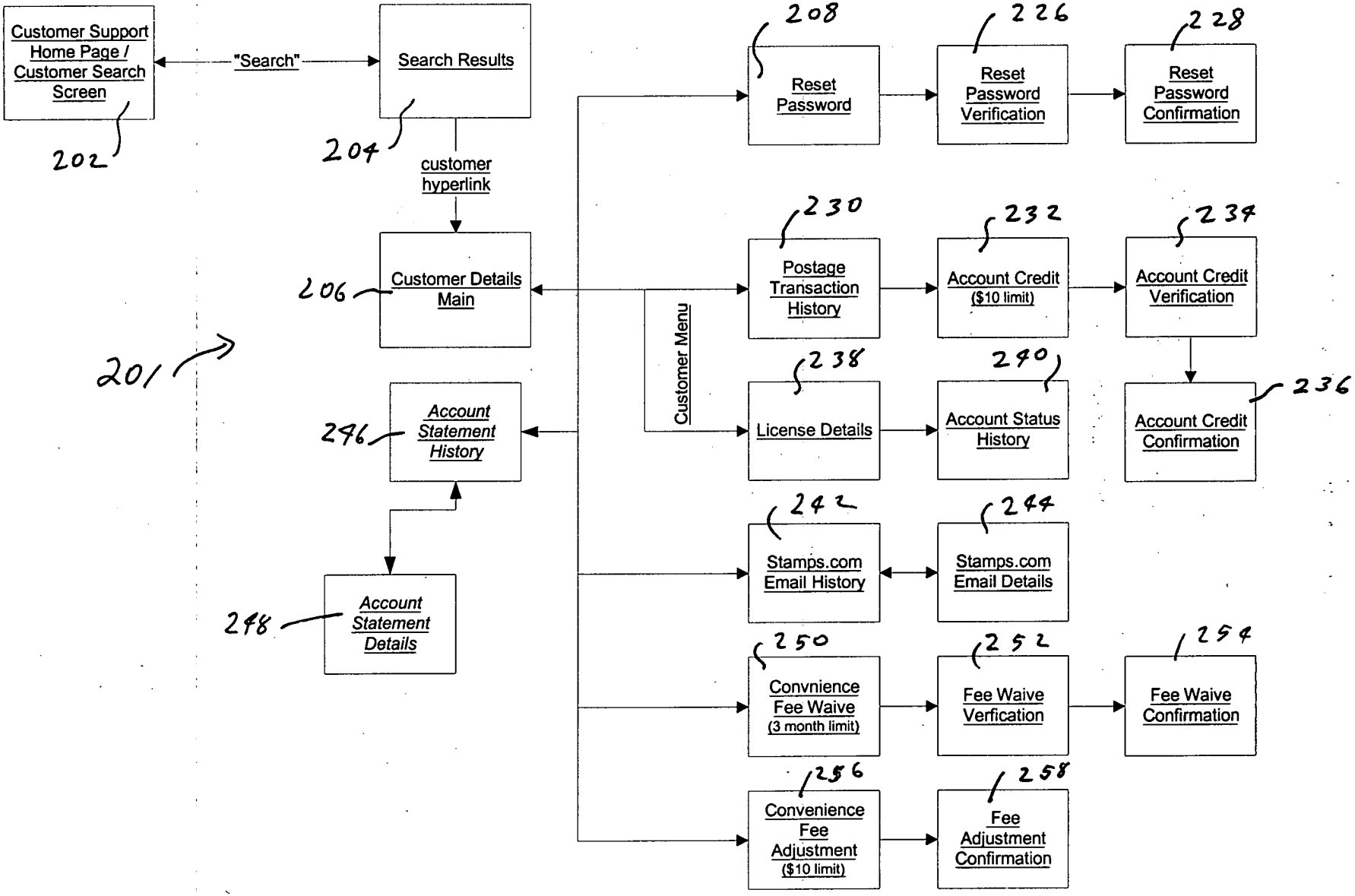

Customer Support Home Page / Customer Search Screen
202
"Search"
Search Results
204
customer hyperlink
Customer Details Main
206
201
Account Statement History
246
Account Statement Details
248
Customer Menu
208
Reset Password
226
Reset Password Verification
228
Reset Password Confirmation
230
Postage Transaction History
232
Account Credit ($10 limit)
234
Account Credit Verification
236
Account Credit Confirmation
238
License Details
240
Account Status History
242
Stamps.com Email History
244
Stamps.com Email Details
250
Convnience Fee Waive (3 month limit)
252
Fee Waive Verfication
254
Fee Waive Confirmation
256
Convenience Fee Adjustment ($10 limit)
258
Fee Adjustment Confirmation

FIG. 7

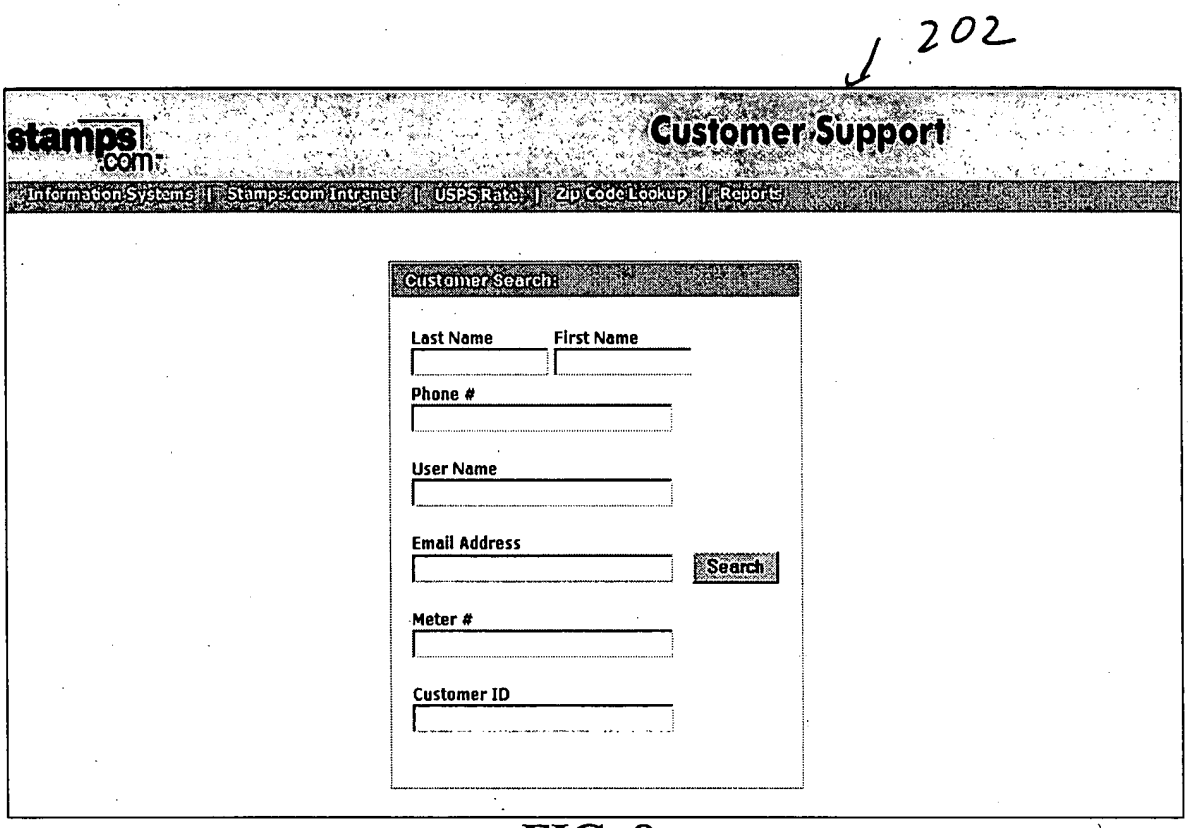


FIG. 8

204

CS Home | Search

Last Name	First Name	User ID	User Name	Phone #	Meter #	License #
Goodwin	Jonathan	0100013d	TestUser1	3104084051	1000	
Goodwin	Jonathan	0100013e	TestUserx	3104084051	1001	
Goodwin	Jonathan	0100013f	TestUser2	3104084051	1002	
Goodwin	Jonathan	01000149	TestUser3	3104084051	1012	
Goodwin	Jonathan	01000152	TestUser4	3104084051	1021	
Goodwin	Jonathan	01000154	TestUser7	3104084051	1023	
Goodwin	Jonathan	01000157	JDG100000	3104084051	1026	
Goodwin	Jonathan	01000158	JDG100001	3104084051	1027	
Goodwin	Jonathan	01000159	Bogus1	3104084051	1028	
Goodwin	Jonathan	0100015a	JGSatTest1	3104084051	1029	
Goodwin	Jonathan	0100015b	JGTemp1	3104084051	1030	
Goodwin	Jonathan	0100015c	JGTemp2	3104084051	1031	
Goodwin	Jonathan	0100015d	JGTemp3	3104084051	1032	
Goodwin	Jonathan	0100015e	JGTemp4	3104084051	1033	
Goodwin	Jonathan	0100015f	JGTemp5	3104084051	1034	
Goodwin	Jonathan	01000160	JGTemp6	3104084051	1035	
Goodwin	Jonathan	01000161	JGTemp7	3104084051	1036	
Goodwin	Jonathan	01000162	JGTemp8	3104084051	1037	
Goodwin	Jonathan	01000163	JGTemp9	3104084051	1038	

1 - 19

FIG. 9

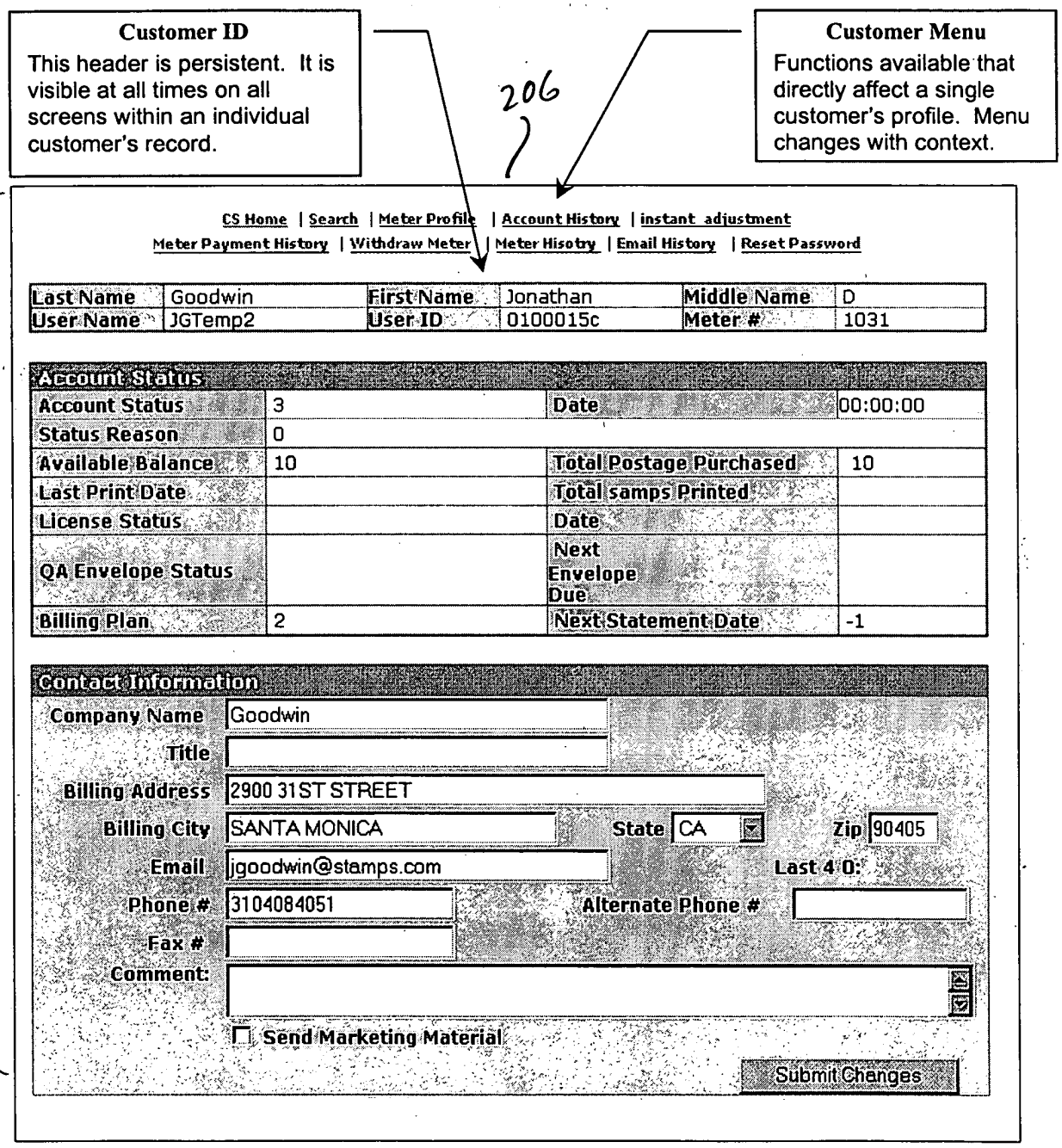

Customer ID
This header is persistent. It is visible at all times on all screens within an individual customer's record.
206
Customer Menu
Functions available that directly affect a single customer's profile. Menu changes with context.
CS Home | Search | Meter Profile | Account History | instant adjustment
Meter Payment History | Withdraw Meter | Meter Hisotry | Email History | Reset Password
Last Name Goodwin First Name Jonathan Middle Name D
User Name JGTemp2 User ID 0100015c Meter # 1031
Account Status
Account Status 3 Date 00:00:00
Status Reason 0
Available Balance 10 Total Postage Purchased 10
Last Print Date Total samps Printed
License Status Date
QA Envelope Status Next Envelope Due
Billing Plan 2 Next Statement Date -1
Contact Information
Company Name Goodwin
Title
Billing Address 2900 31ST STREET
Billing City SANTA MONICA State CA Zip 90405
Email jgoodwin@stamps.com Last 4 D:
Phone # 3104084051 Alternate Phone #
Fax #
Comment:
Send Marketing Material
Submit Changes

FIG. 10

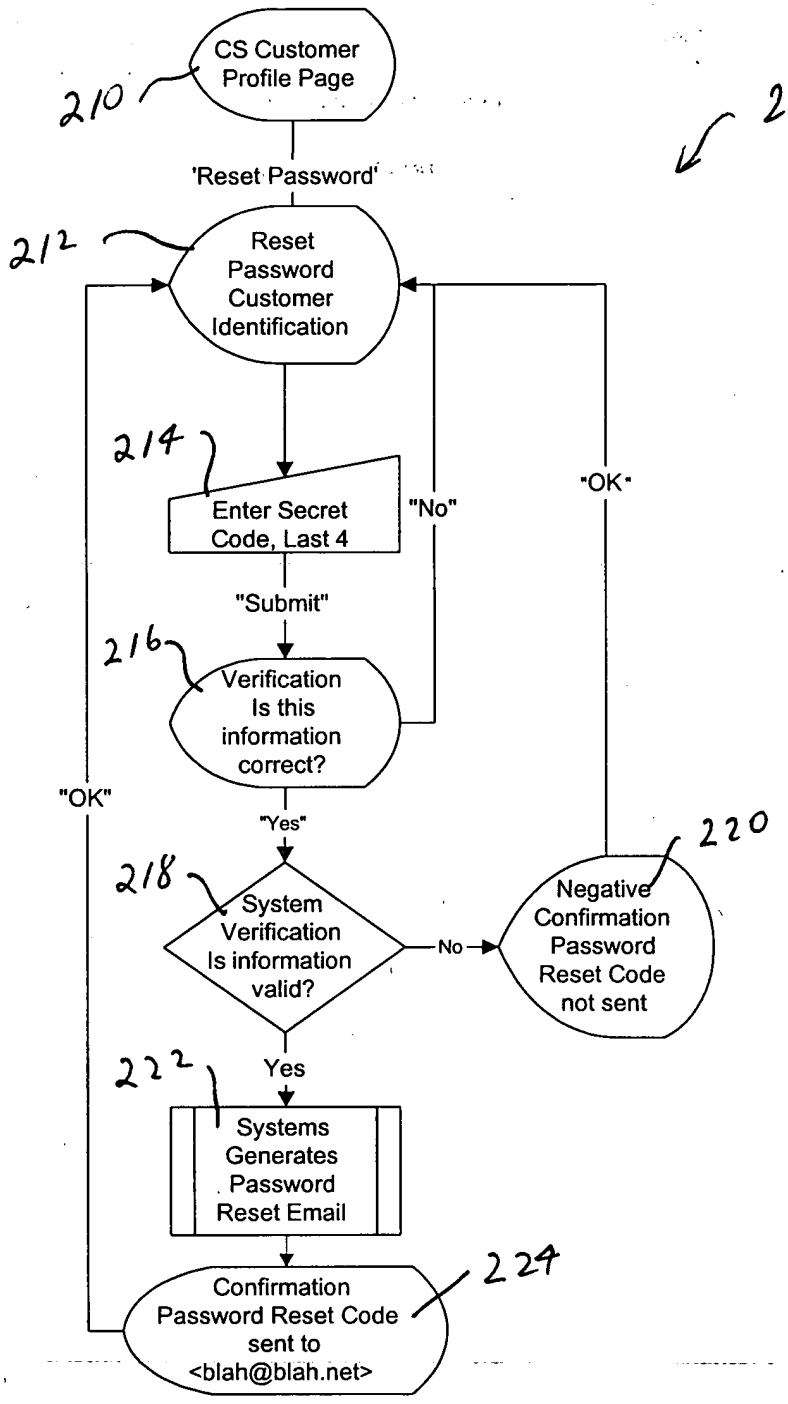

CS Customer Profile Page
210
208
'Reset Password'
212
Reset Password Customer Identification
214
Enter Secret Code, Last 4
"No"
"OK"
"Submit"
216
Verification Is this information correct?
"OK"
"Yes"
220
218
System Verification Is information valid?
No
Negative Confirmation Password Reset Code not sent
Yes
222
Systems Generates Password Reset Email
224
Confirmation Password Reset Code sent to <blah@blah.net>

FIG. 11

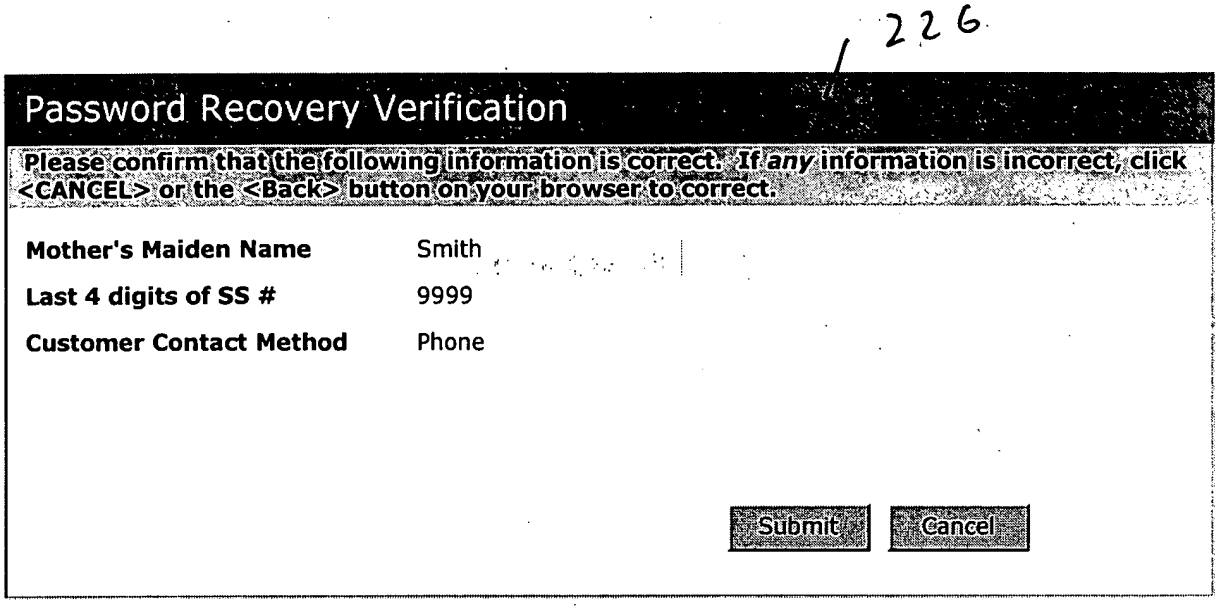

226
Password Recovery Verification
Please confirm that the following information is correct. If *any* information is incorrect, click <CANCEL> or the <Back> button on your browser to correct.
Mother's Maiden Name
Smith
Last 4 digits of SS #
9999
Customer Contact Method
Phone
Submit
Cancel

FIG. 12

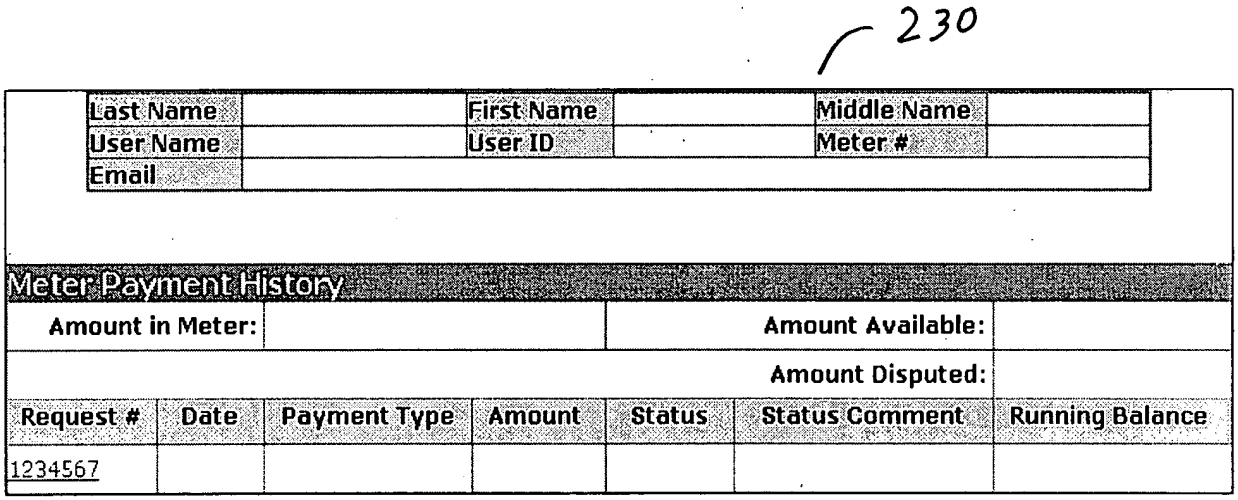

230
Last Name
First Name
Middle Name
User Name
User ID
Meter #
Email
Meter Payment History
Amount in Meter:
Amount Available:
Amount Disputed:
Request #
Date
Payment Type
Amount
Status
Status Comment
Running Balance
1234567

FIG. 13

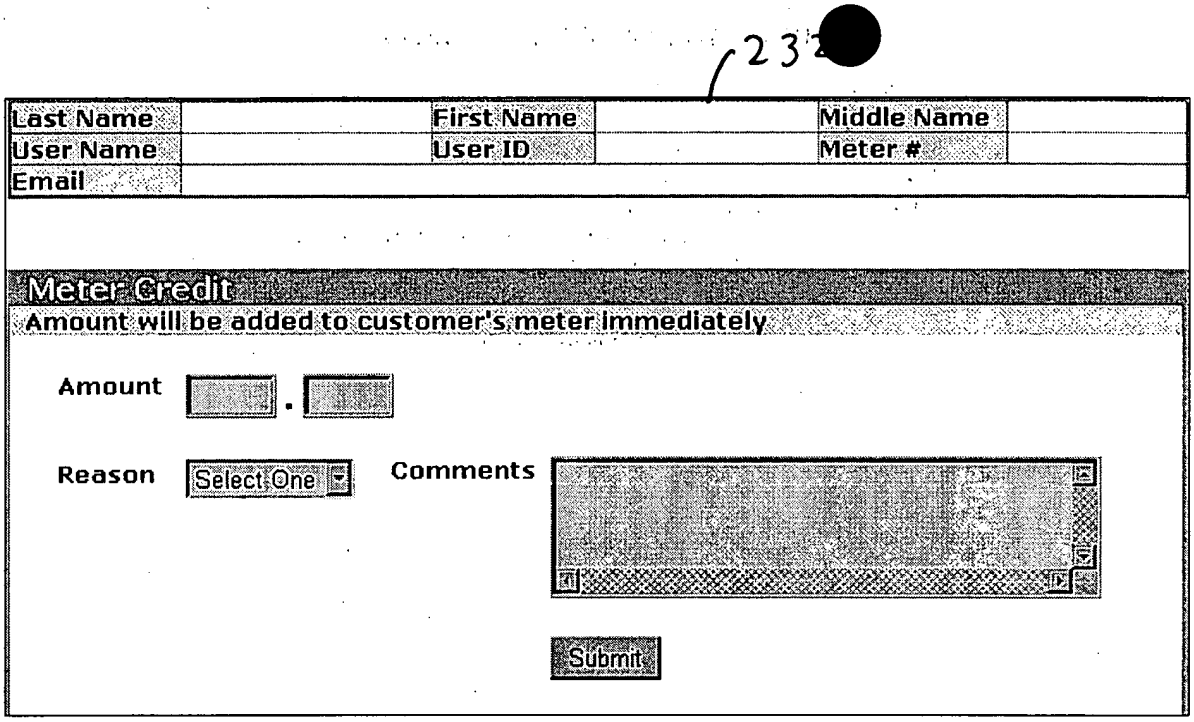

232
Last Name
First Name
Middle Name
User Name
User ID
Meter #
Email
Meter Credit
Amount will be added to customer's meter immediately
Amount
Reason
Select One
Comments
Submit

FIG. 14

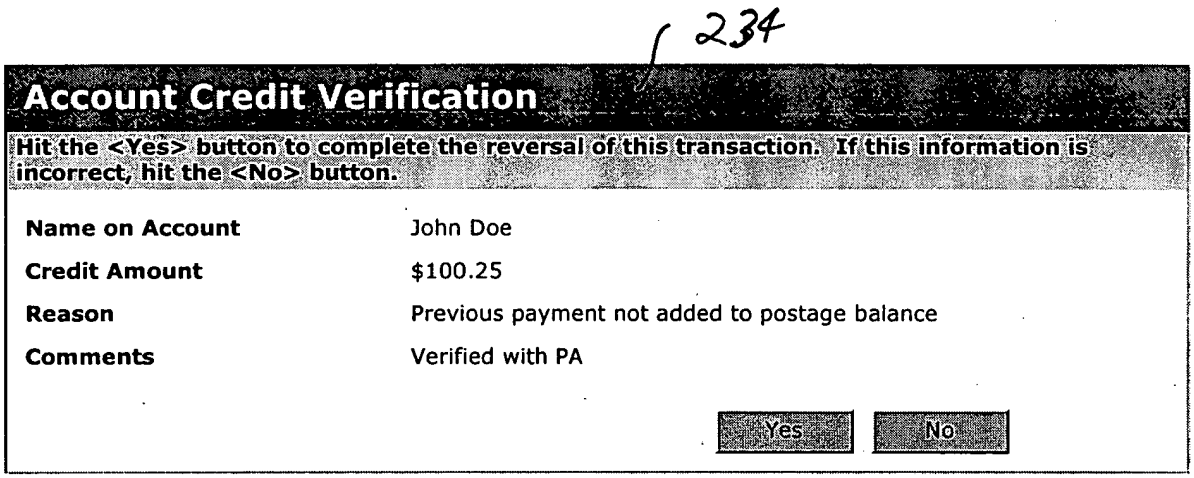

234
Account Credit Verification
Hit the <Yes> button to complete the reversal of this transaction. If this information is incorrect, hit the <No> button.
Name on Account
John Doe
Credit Amount
$100.25
Reason
Previous payment not added to postage balance
Comments
Verified with PA
Yes
No

FIG. 15

Last Name		First Name		Middle Name	
User Name		User ID		Meter #	
Email					

Meter License

License #		Date of Application	
Licensing PO		Date of Approval	
PO Finance #		Date Hardcopy of Application Received	
Meter #			

Contact Information

Mailing Address					
Mailing City		Mailing State		Mailing Zip Code	
Physical Address					
Physical City		Physical State		Physical Zip Code	

238

FIG. 16

240

Last Name		First Name		Middle Name	
User Name		User ID		Meter #	
Email					

Meter Status History

Date	Status	Reason
05/16/99	Active	License Approved

FIG. 17

Email History

Status	From	To	Subject	Date
Rejected	AR	Jdoe@hotmail.com	Billing Statement	06/15/1999
Sent-Client Receipt	AR	JADoe@juno.com	Billing Statement	06/30/1999
Queued	CS	JADoe@juno.com	Account Credit	07/02/1999

242

FIG. 18

246

Home | Search | Customer Profile | License Information | Meter Payment History | Withdraw Meter
Instant Adjustment | Email History | Reset Password | Adjust Account | Fee Suspension

Last Name		First Name		Middle Name	
User Name		User ID		Meter #	
Email					

Stamps.com Account History

Account Status:		Balance Owed :		Days Outstanding:	
Statement #	Date of Charge	Amount	Service Plan ID	Payment Method	Payment Status	Status Comments
345678						

FIG. 19

Last Nam		First Name		Middle Name	
User Name		User ID		Meter #	
Email					

Statement Details

Hello, John. Thank you for using Stamps.com. Recommend a friend and receive 10% of your next purchase. Ask our Customer Support Staff for more details.

Total Postage Printed:	$20.00		**Postage Print to Date:** $100.00
Postage Print Fee:	$0.00		
Service Plan Fee:	$0.00	purchased labels	
	$10.00	purchased envelopes	
	$3.00	shipping charges	
Other Credits:	$0.00		
Total Charges	$18.25		

248

FIG. 20

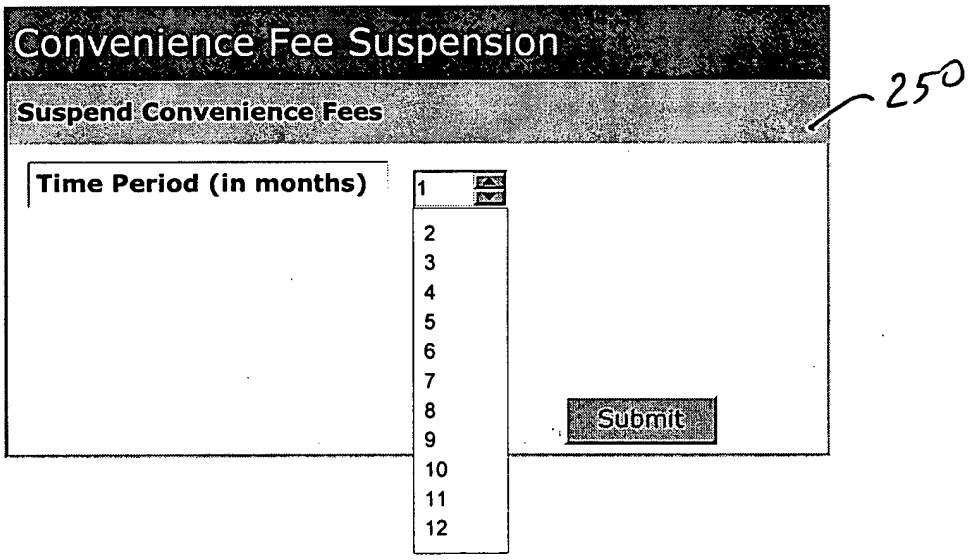


FIG. 21

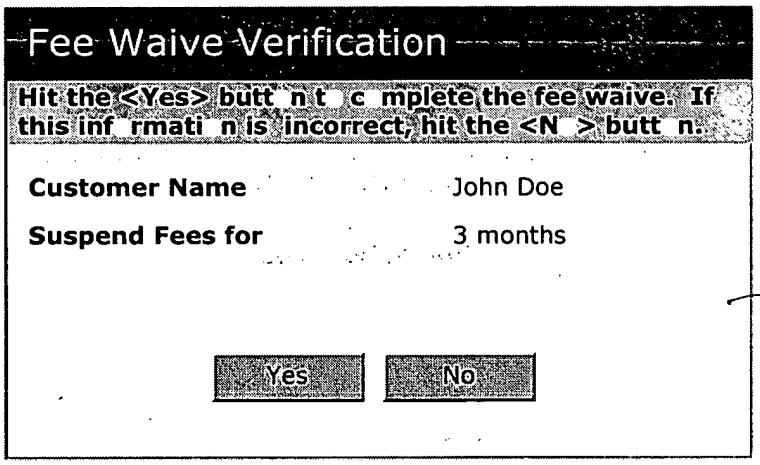

Fee Waive Verification
Hit the <Yes> butt n t c mplete the fee waive. If this inf rmati n is incorrect, hit the <N > butt n.
Customer Name
John Doe
Suspend Fees for
3 months
252
Yes
No

FIG. 22

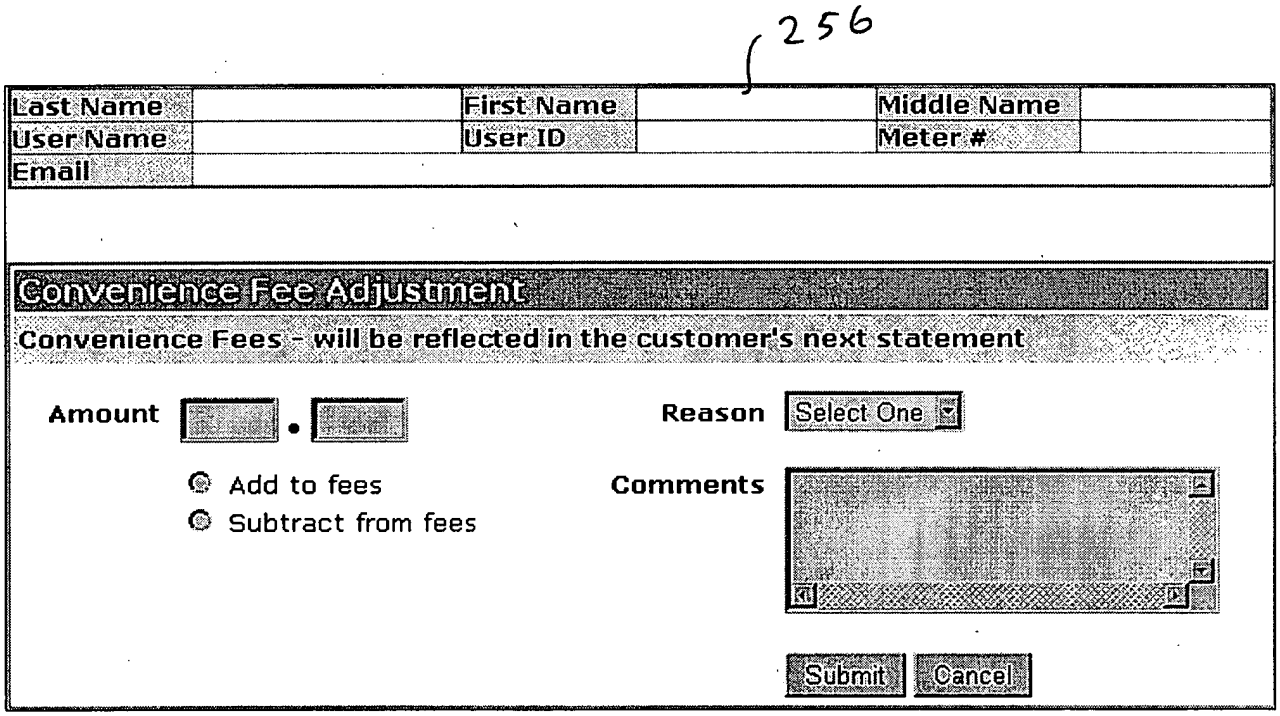

256
Last Name
First Name
Middle Name
User Name
User ID
Meter #
Email
Convenience Fee Adjustment
Convenience Fees - will be reflected in the customer's next statement
Amount
Reason
Select One
Add to fees
Subtract from fees
Comments
Submit
Cancel

FIG. 23

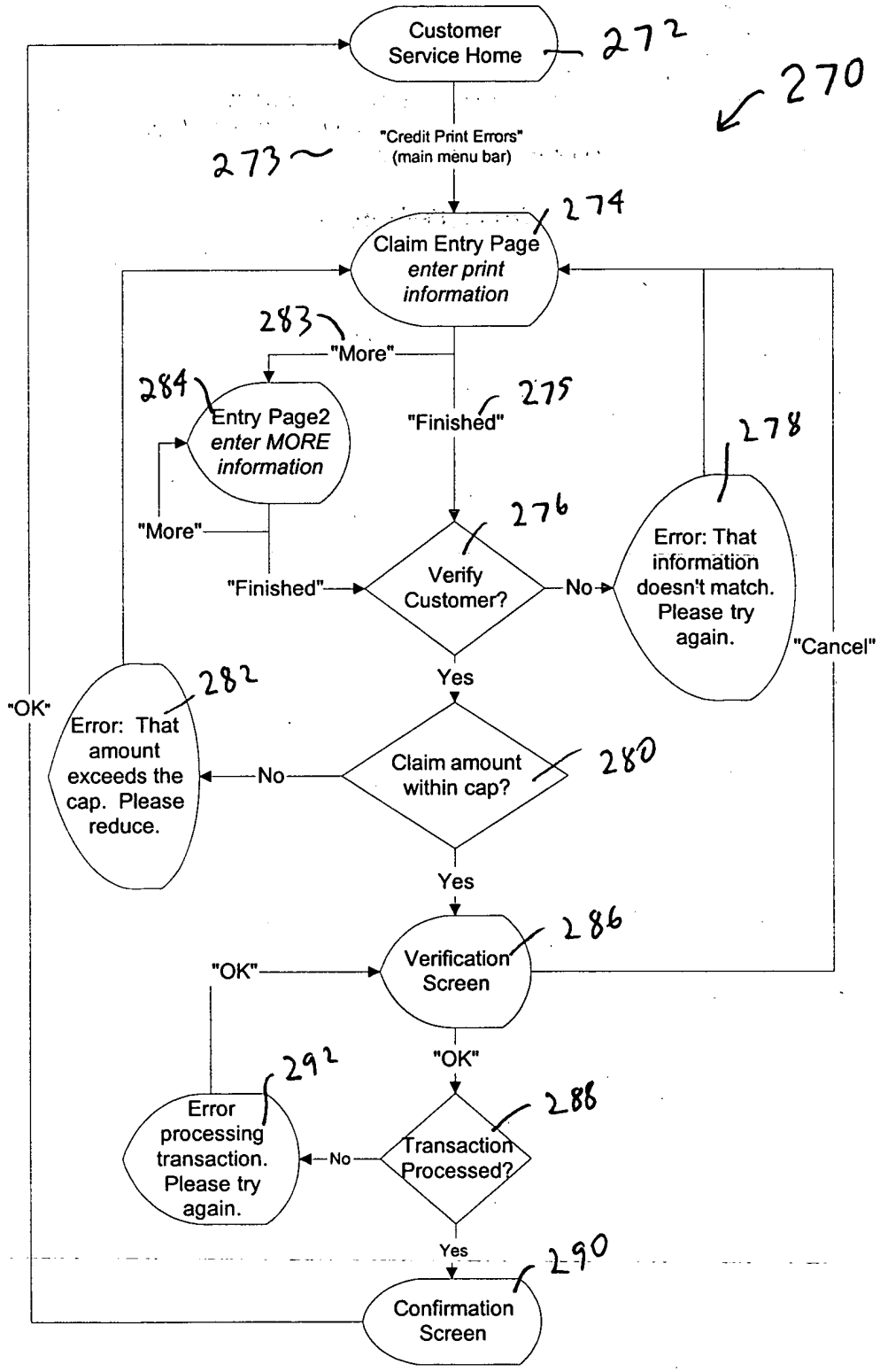

Customer Service Home
272
270
273
"Credit Print Errors" (main menu bar)
274
Claim Entry Page enter print information
283
"More"
284
Entry Page2 enter MORE information
"More"
"Finished"
275
"Finished"
276
Verify Customer?
No
278
Error: That information doesn't match. Please try again.
"Cancel"
Yes
"OK"
282
Error: That amount exceeds the cap. Please reduce.
No
Claim amount within cap?
280
Yes
286
Verification Screen
"OK"
"OK"
292
Error processing transaction. Please try again.
No
288
Transaction Processed?
Yes
290
Confirmation Screen

FIG. 24

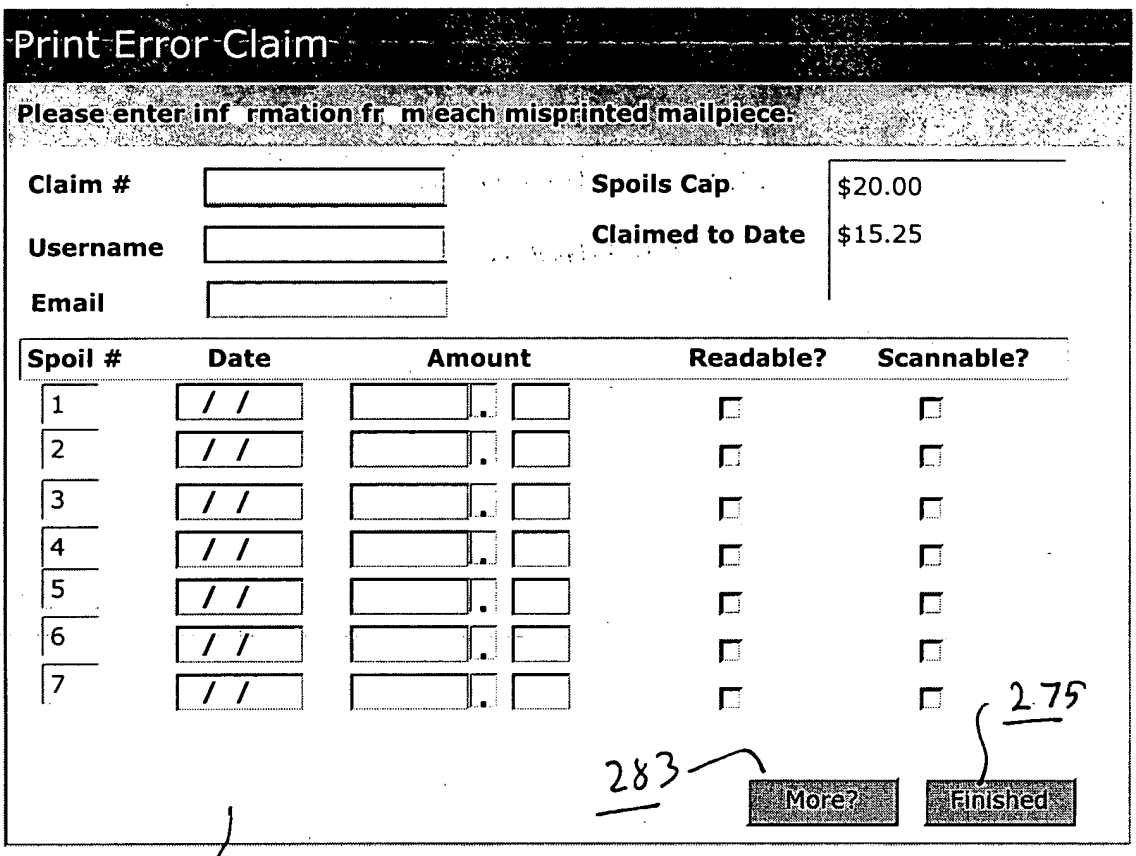

Print Error Claim
Please enter information from each misprinted mailpiece:
Claim #
Username
Email
Spoils Cap
$20.00
Claimed to Date
$15.25
Spoil #
Date
Amount
Readable?
Scannable?
1
2
3
4
5
6
7
More?
Finished
283
275
274

FIG. 24A

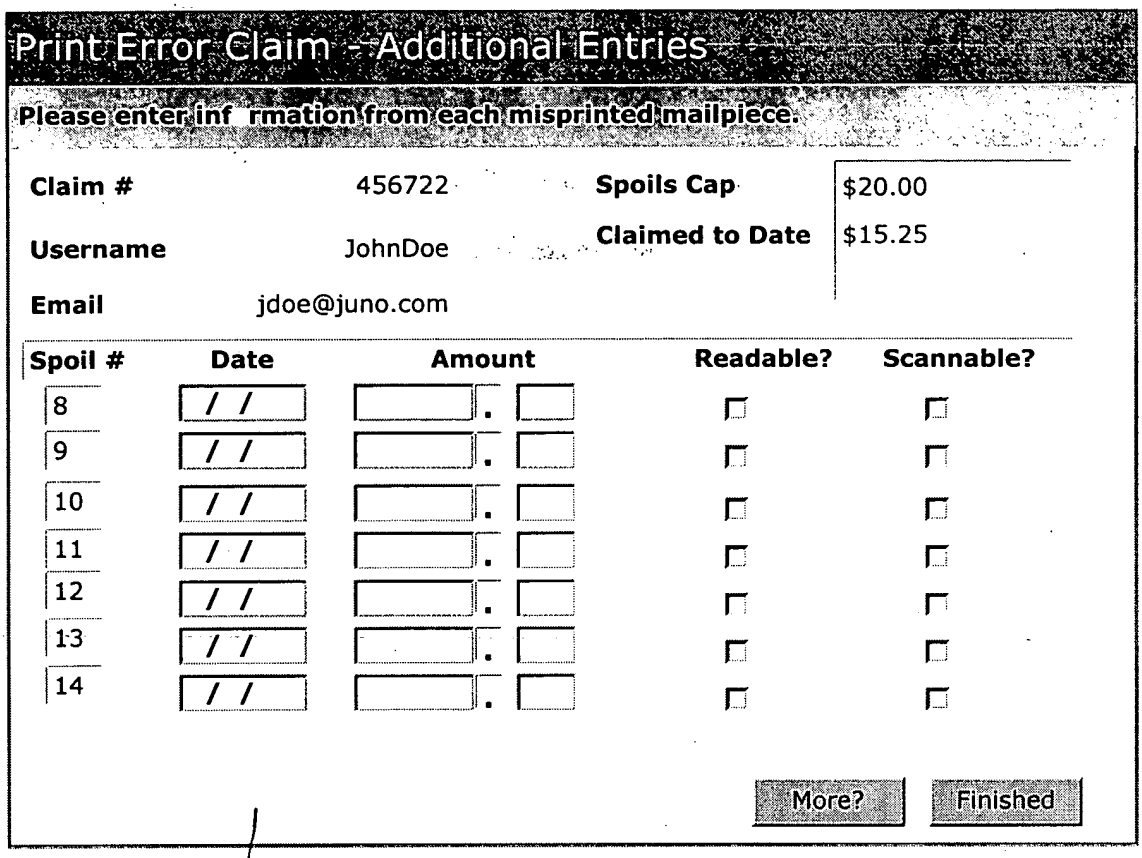


FIG. 24B

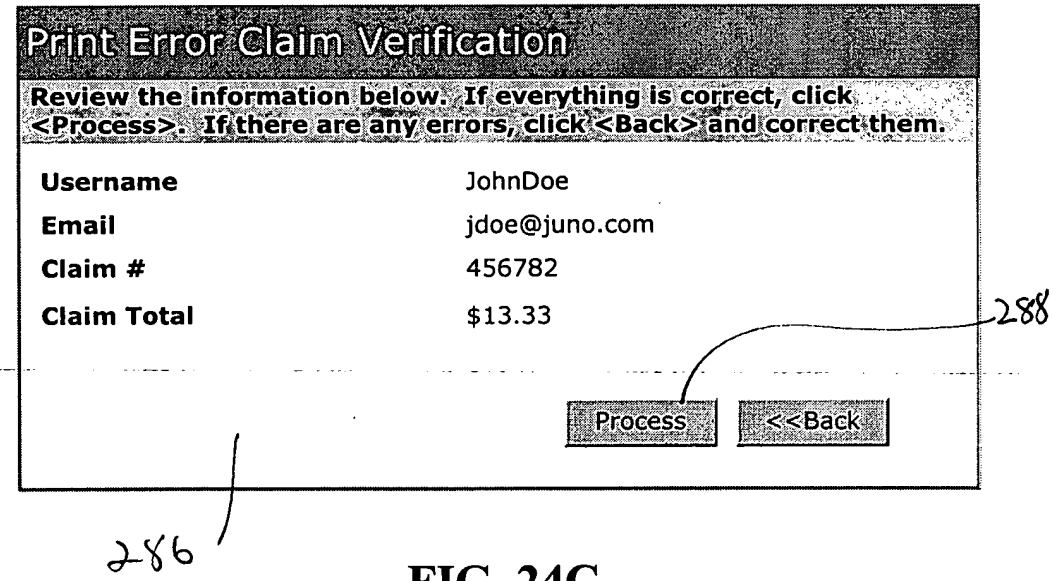


FIG. 24C

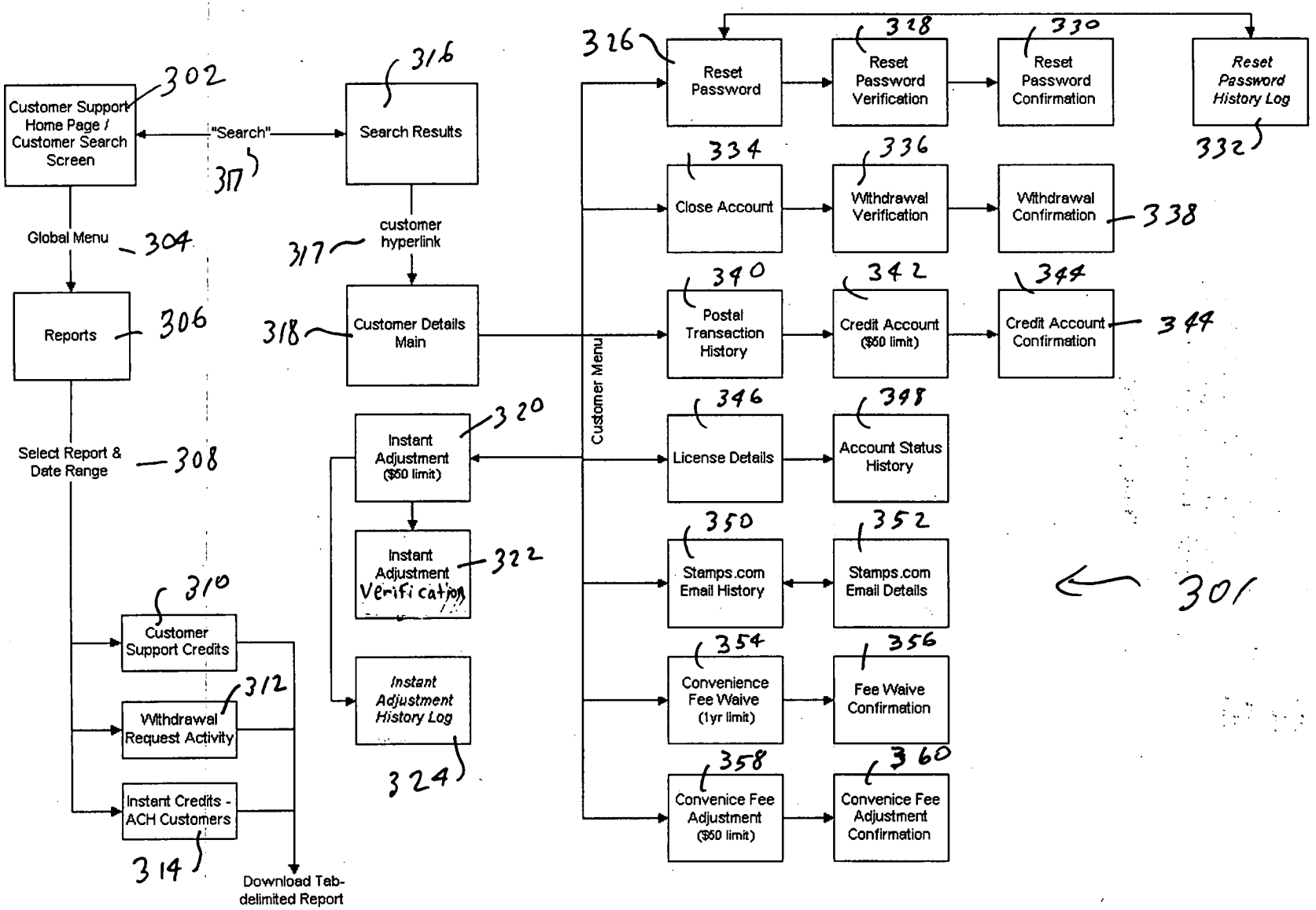

Customer Support Home Page / Customer Search Screen
302
"Search"
317
Search Results
316
Global Menu
304
customer hyperlink
317
Reports
306
318
Customer Details Main
Select Report & Date Range
308
Instant Adjustment ($50 limit)
320
Instant Adjustment Verification
322
Instant Adjustment History Log
324
Customer Support Credits
310
Withdrawal Request Activity
312
Instant Credits - ACH Customers
314
Download Tab-delimited Report
Customer Menu
326
Reset Password
328
Reset Password Verification
330
Reset Password Confirmation
Reset Password History Log
332
334
Close Account
336
Withdrawal Verification
Withdrawal Confirmation
338
340
Postal Transaction History
342
Credit Account ($50 limit)
344
Credit Account Confirmation
344
346
License Details
348
Account Status History
350
Stamps.com Email History
352
Stamps.com Email Details
354
Convenience Fee Waive (1yr limit)
356
Fee Waive Confirmation
358
Convenice Fee Adjustment ($50 limit)
360
Convenice Fee Adjustment Confirmation
301

FIG. 25

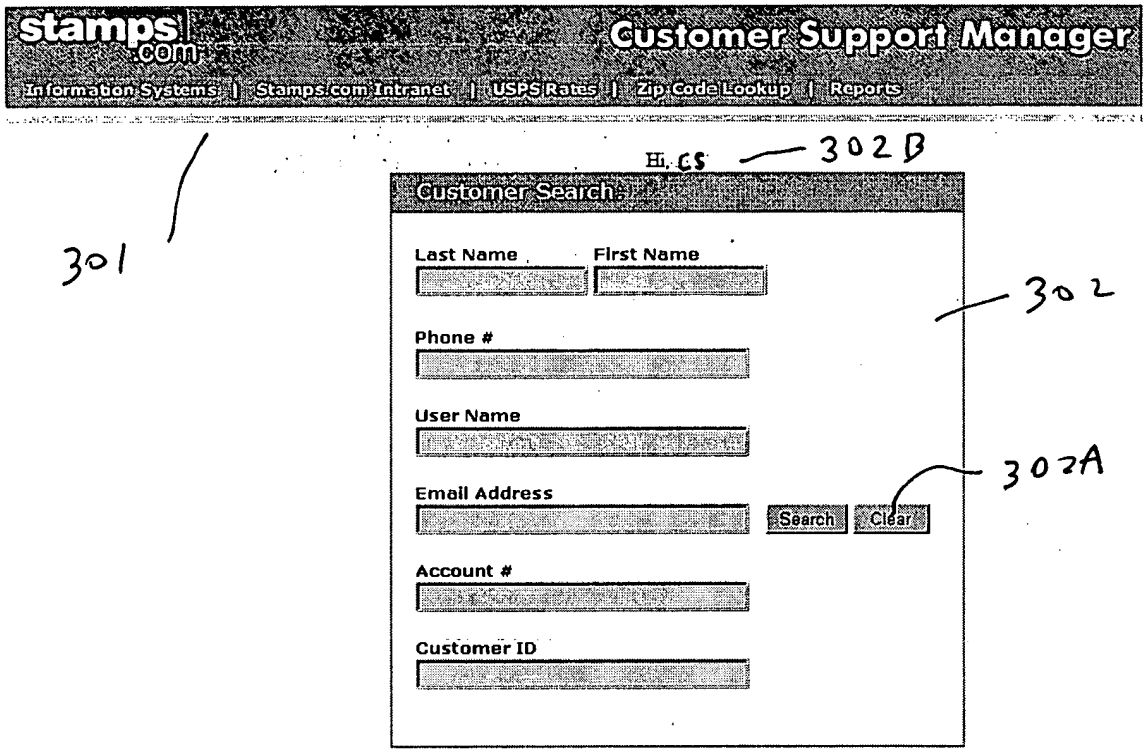


FIG. 25A

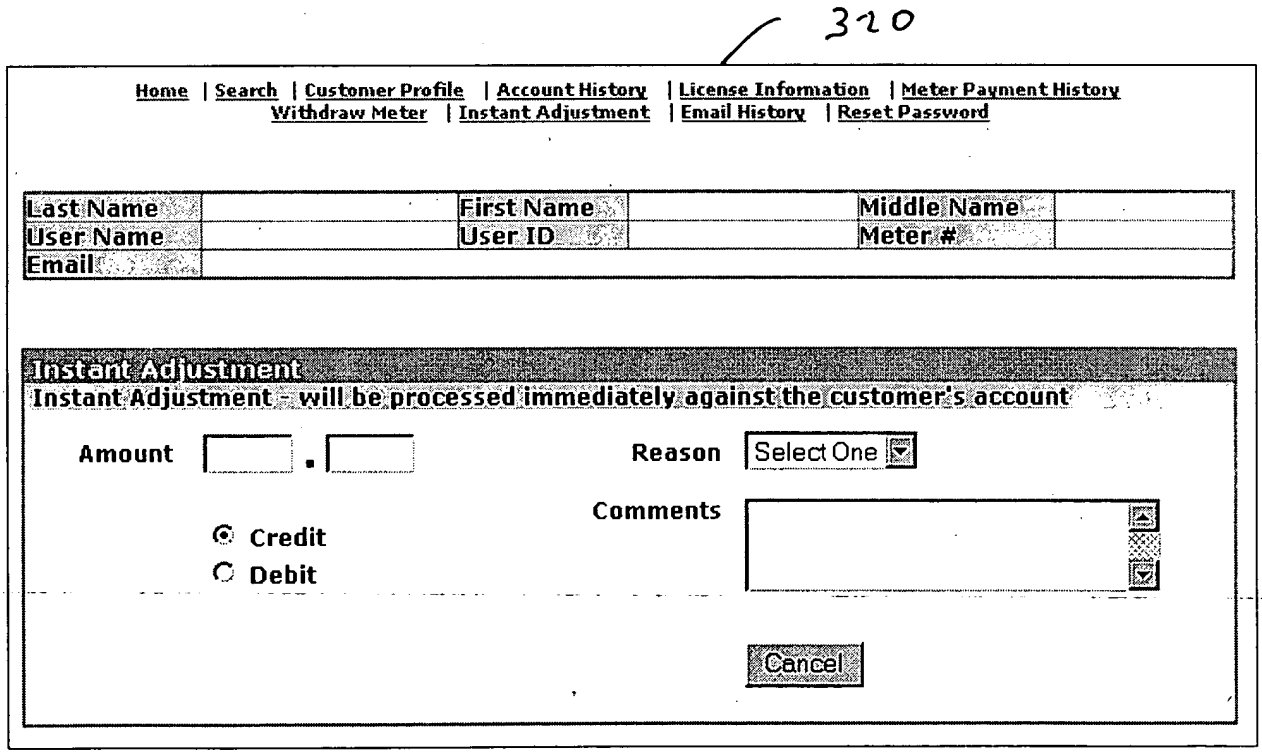


FIG. 25B

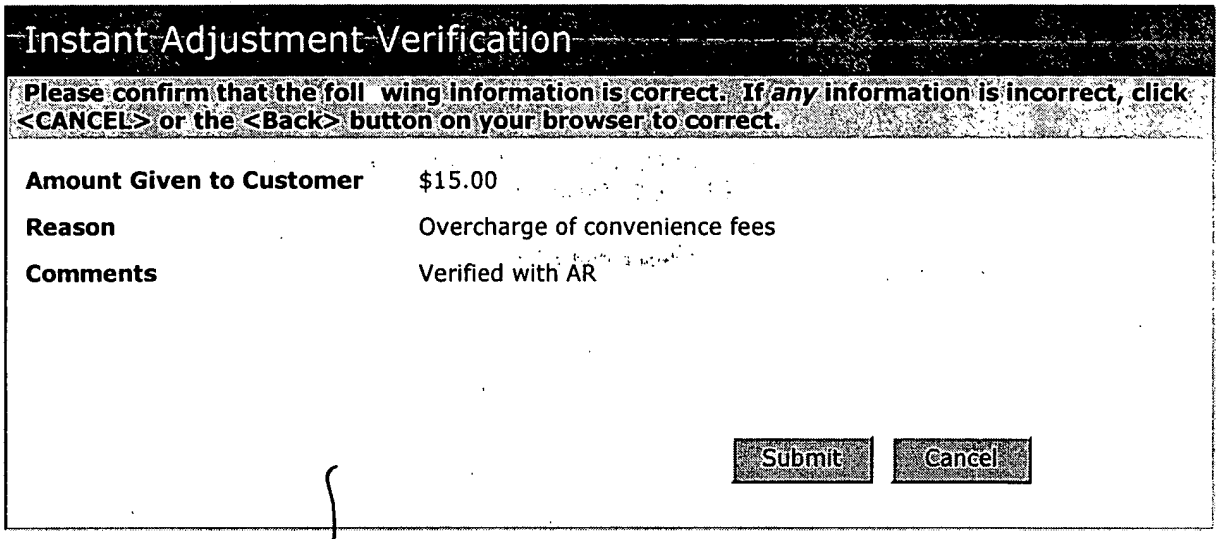


FIG. 25C

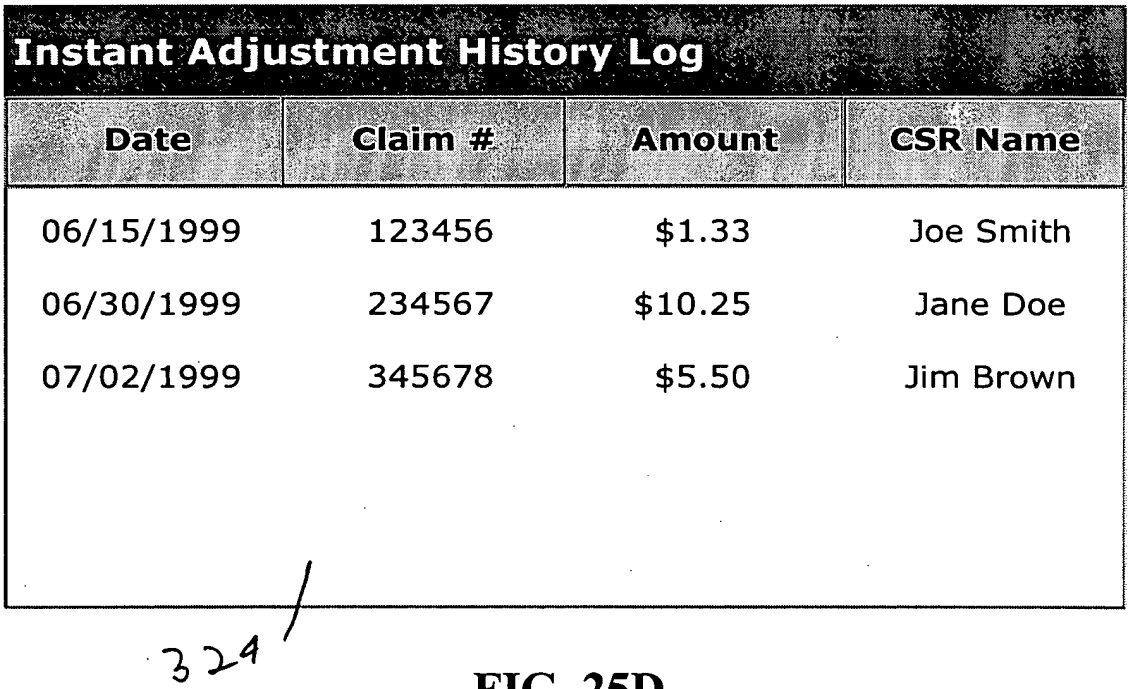


FIG. 25D

Reset Password History Log

Date	Method of Reset	Attempts Needed	CSR Name
06/15/1999	Phone	2	Joe Smith
06/30/1999	Email	1	Jane Doe
07/02/1999	Client	1	

332

FIG. 25E

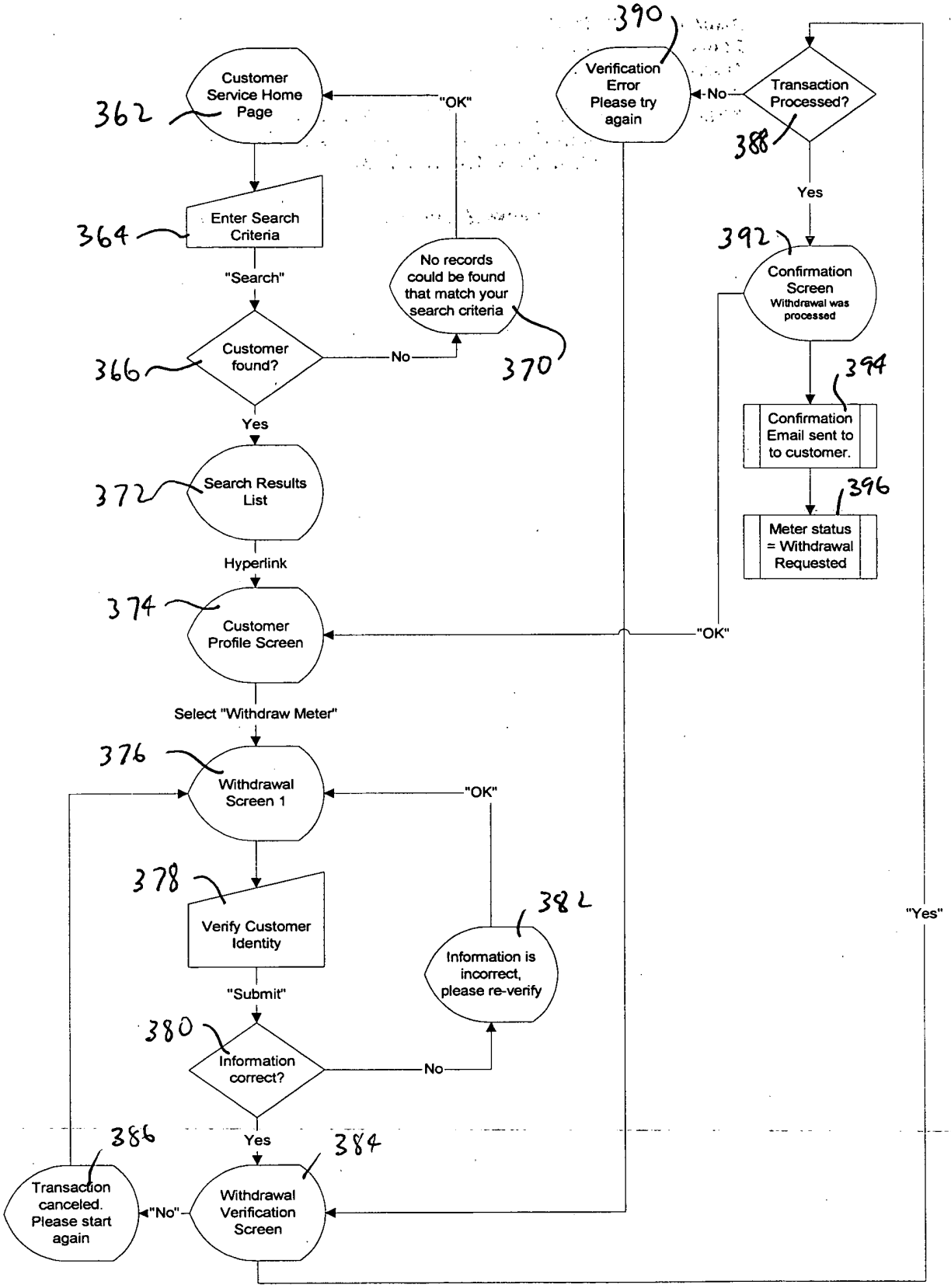

Customer Service Home Page
362
"OK"
Verification Error Please try again
390
No
Transaction Processed?
388
Yes
Enter Search Criteria
364
"Search"
No records could be found that match your search criteria
370
Confirmation Screen
Withdrawal was processed
392
Customer found?
366
No
Yes
Confirmation Email sent to to customer.
394
Meter status = Withdrawal Requested
396
Search Results List
372
Hyperlink
Customer Profile Screen
374
"OK"
Select "Withdraw Meter"
Withdrawal Screen 1
376
"OK"
Verify Customer Identity
378
Information is incorrect, please re-verify
382
"Submit"
Information correct?
380
No
Yes
"Yes"
Transaction canceled. Please start again
386
"No"
Withdrawal Verification Screen
384

FIG. 26

Last Name		First Name		Middle Name	
User Name		Us r ID		Meter #	
Email					

Withdraw Meter

Provide the following information to withdraw the meter. If the customer can access the withdrawal feature in their software, they *MUST* initiate withdrawal there.

What is your (mother's maiden name)?

What are the last 4 digits of your (Employee Identification Number)?

Why are you cancelling your Stamps.com service? Select one

What product/service will you now use for your postage needs? Select

Mail the refund to this Mailing Address

Address 2900 31st St.

City Santa Monica State CA Zip Code 90405

OK Cancel

376

FIG. 26A

Withdrawal Verification

Do you really want to withdraw <John Doe>'s account and send the refund to:

<1234 Main Street
Santa Monica, CA 90405>?

Yes No

384

FIG. 26B

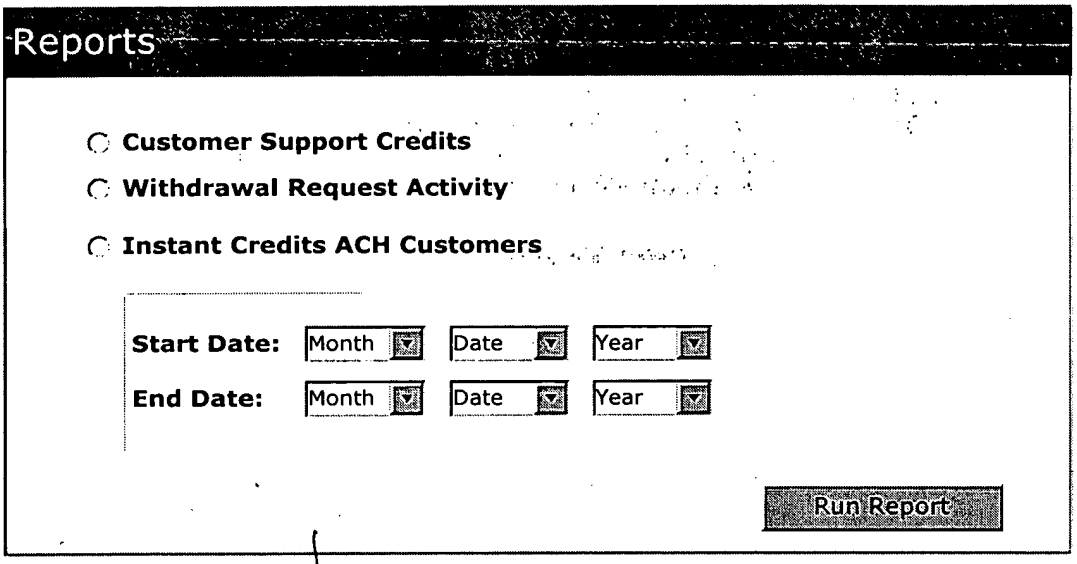


FIG. 27

Customer Support Credits						
Date	Customer ID	Customer Name	CSR Name	Reason	Comment	Amount
						Total

FIG. 27A

Withdrawal Requests Report							
Date	Meter #	Customer ID	Customer Name	Phone	Refund Amount	Reason	Manager Name
							Person who initiated
		Count			Total		

FIG. 27B

ACH Credits						
Date	Customer ID	Customer Name	CSR Name	R ason	Comment	Amount
	Count					Total

FIG. 27C

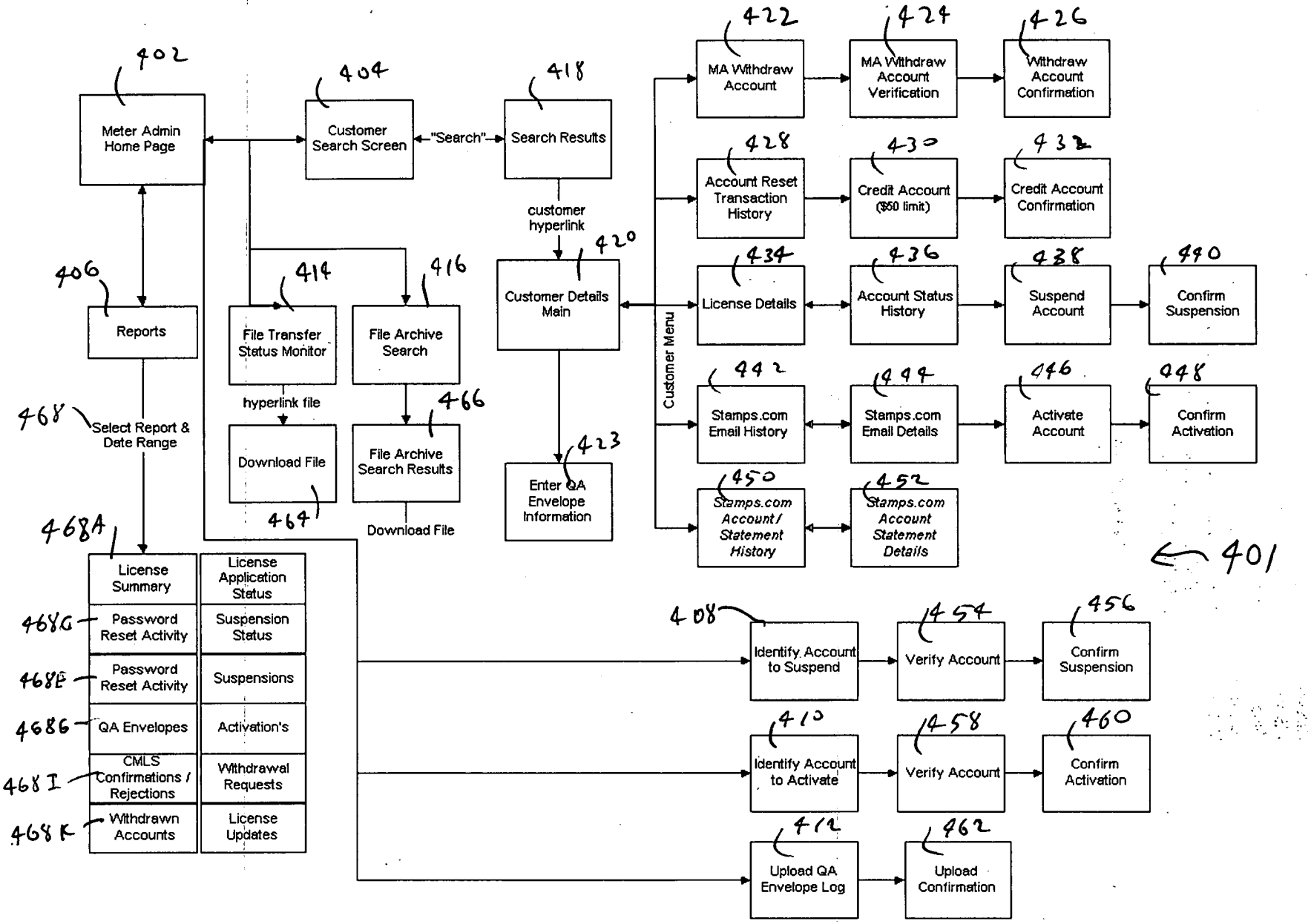

402
Meter Admin Home Page
404
Customer Search Screen
"Search"
418
Search Results
406
Reports
414
File Transfer Status Monitor
416
File Archive Search
hyperlink file
466
Select Report & Date Range
Download File
File Archive Search Results
464
Download File
customer hyperlink
420
Customer Details Main
423
Enter QA Envelope Information
Customer Menu
422
MA Withdraw Account
424
MA Withdraw Account Verification
426
Withdraw Account Confirmation
428
Account Reset Transaction History
430
Credit Account ($50 limit)
432
Credit Account Confirmation
434
License Details
436
Account Status History
438
Suspend Account
440
Confirm Suspension
442
Stamps.com Email History
444
Stamps.com Email Details
446
Activate Account
448
Confirm Activation
450
Stamps.com Account / Statement History
452
Stamps.com Account Statement Details
401
468A
License Summary
License Application Status
468G
Password Reset Activity
Suspension Status
468E
Password Reset Activity
Suspensions
468G
QA Envelopes
Activation's
468I
CMLS Confirmations / Rejections
Withdrawal Requests
468K
Withdrawn Accounts
License Updates
408
Identify Account to Suspend
454
Verify Account
456
Confirm Suspension
410
Identify Account to Activate
458
Verify Account
460
Confirm Activation
412
Upload QA Envelope Log
462
Upload Confirmation

FIG. 28

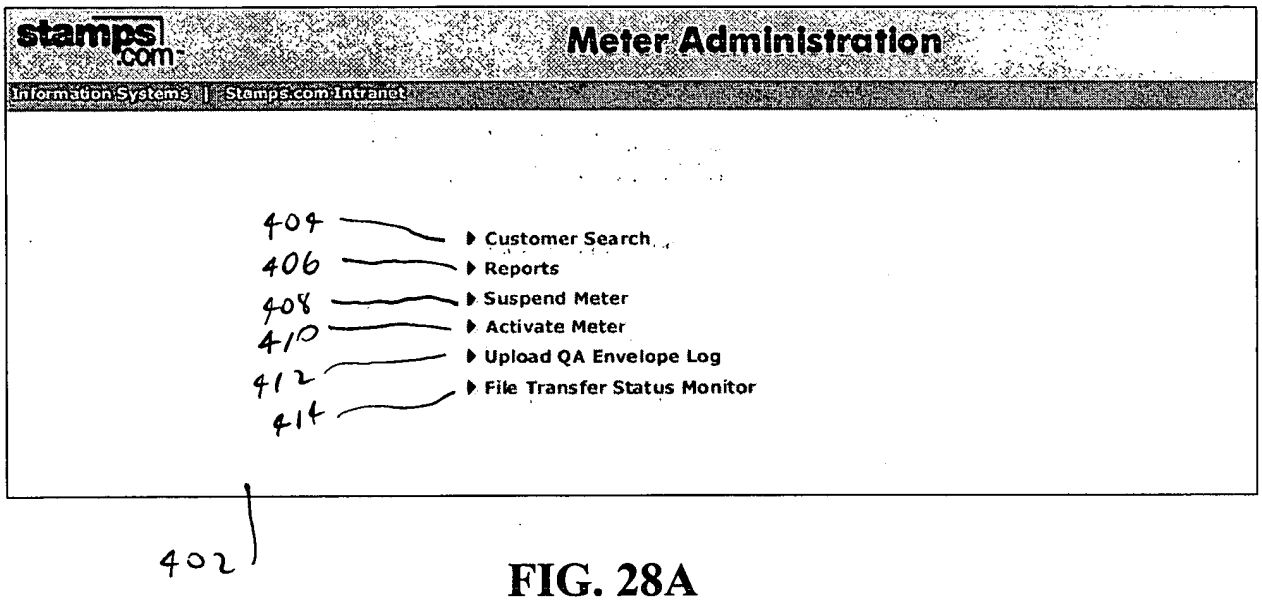

stamps.com
Meter Administration
Information Systems | Stamps.com Intranet
404
Customer Search
406
Reports
408
Suspend Meter
410
Activate Meter
412
Upload QA Envelope Log
414
File Transfer Status Monitor
402

FIG. 28A

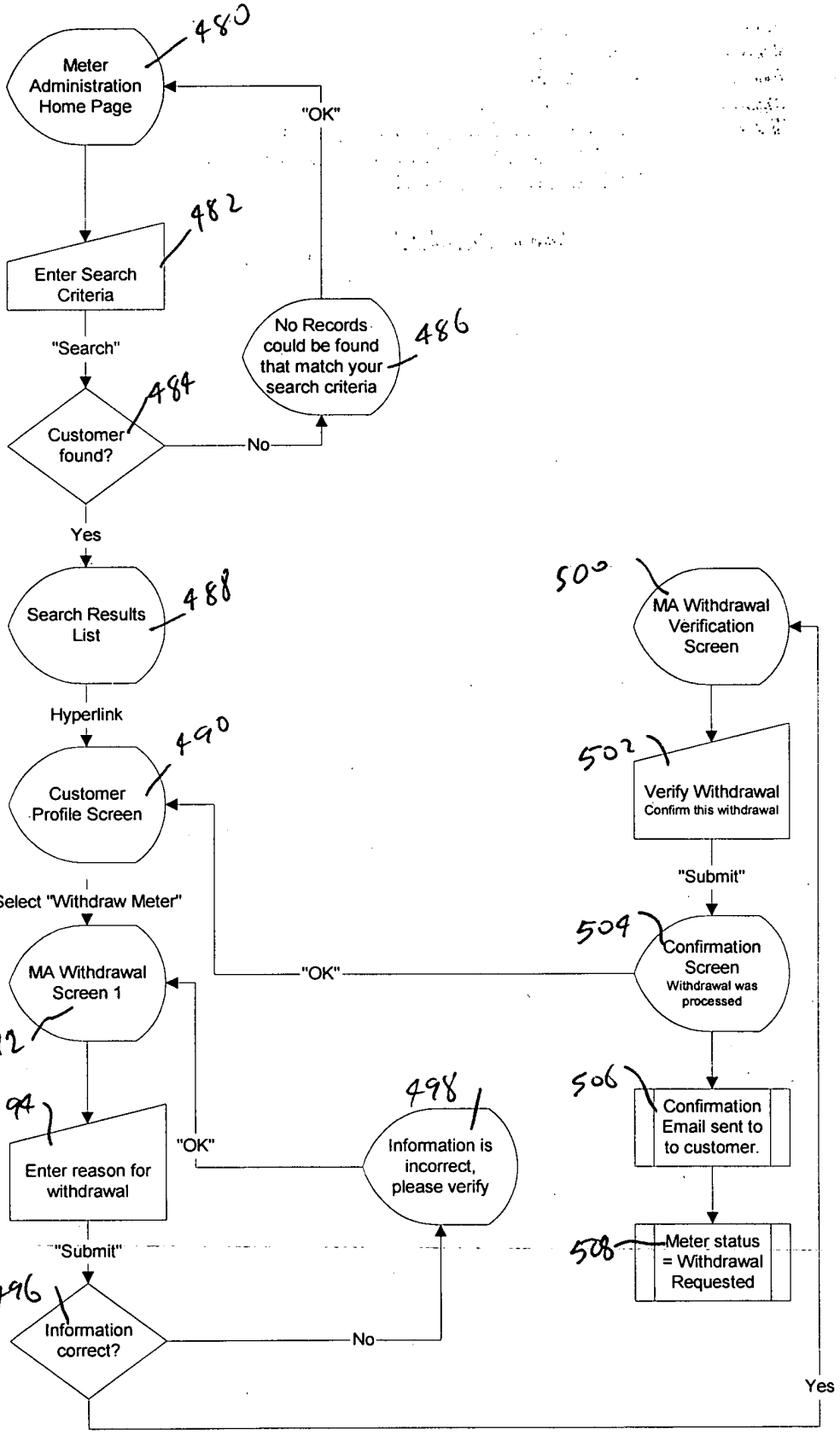

480
Meter Administration Home Page
"OK"
482
Enter Search Criteria
"Search"
No Records could be found that match your search criteria
486
484
Customer found?
No
Yes
Search Results List
488
Hyperlink
490
Customer Profile Screen
Select "Withdraw Meter"
MA Withdrawal Screen 1
492
494
Enter reason for withdrawal
"OK"
498
Information is incorrect, please verify
"Submit"
496
Information correct?
No
500
MA Withdrawal Verification Screen
502
Verify Withdrawal
Confirm this withdrawal
"Submit"
504
Confirmation Screen
Withdrawal was processed
"OK"
506
Confirmation Email sent to to customer.
508
Meter status = Withdrawal Requested
Yes

FIG. 29

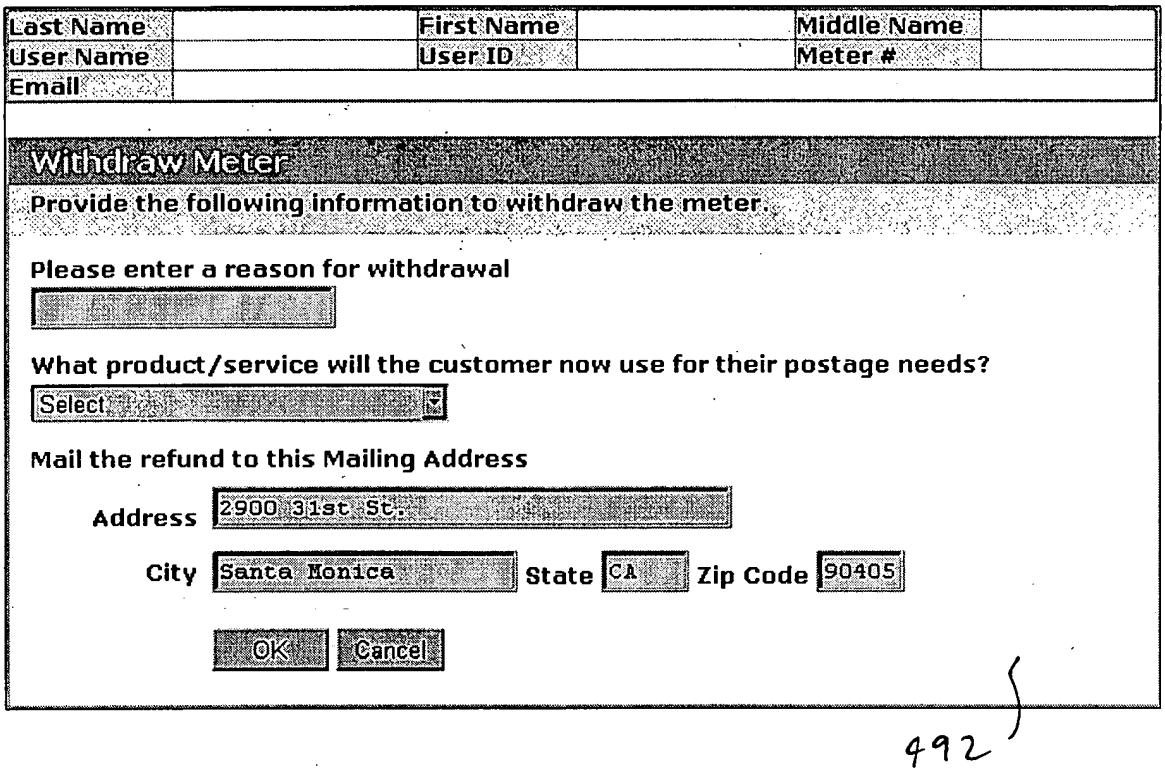


FIG. 29A

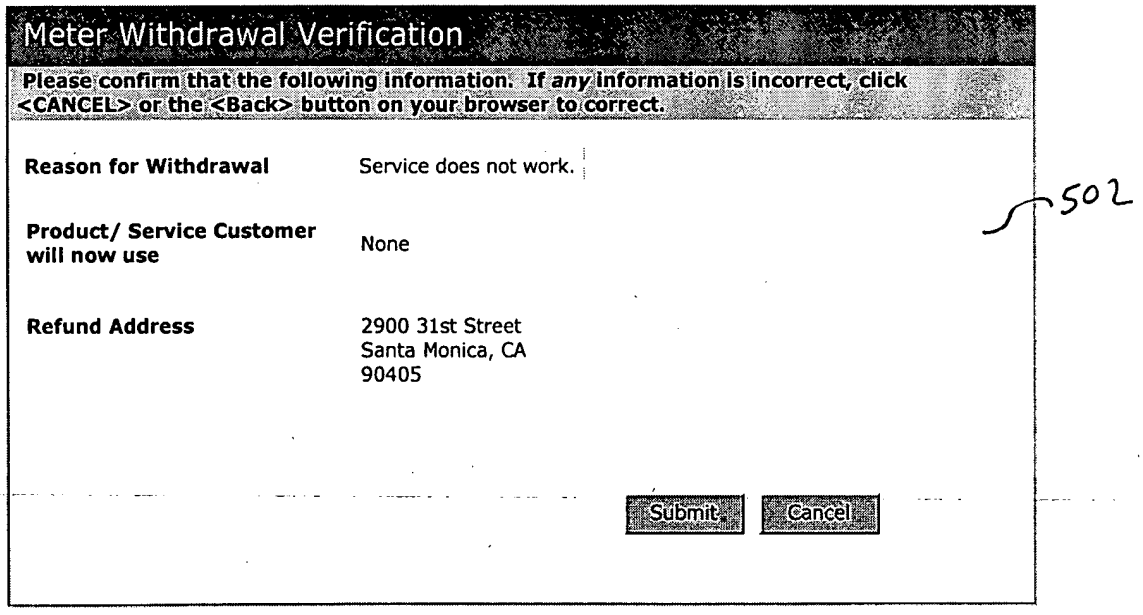


FIG. 29B

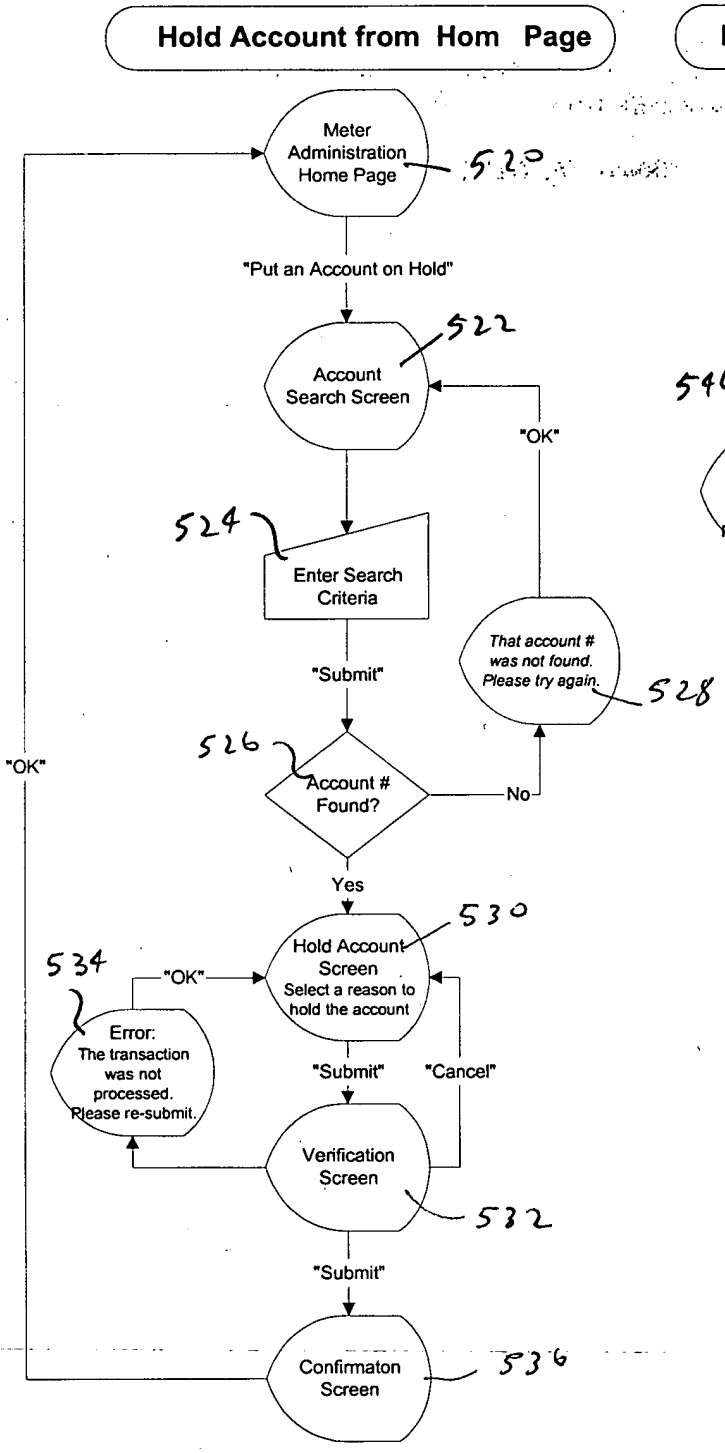

Hold Account from Hom Page
Meter Administration Home Page
520
"Put an Account on Hold"
Account Search Screen
522
"OK"
524
Enter Search Criteria
"Submit"
That account # was not found. Please try again.
528
526
Account # Found?
No
"OK"
Yes
Hold Account Screen
Select a reason to hold the account
530
534
"OK"
Error: The transaction was not processed. Please re-submit.
"Submit"
"Cancel"
Verification Screen
532
"Submit"
Confirmaton Screen
536

FIG. 30

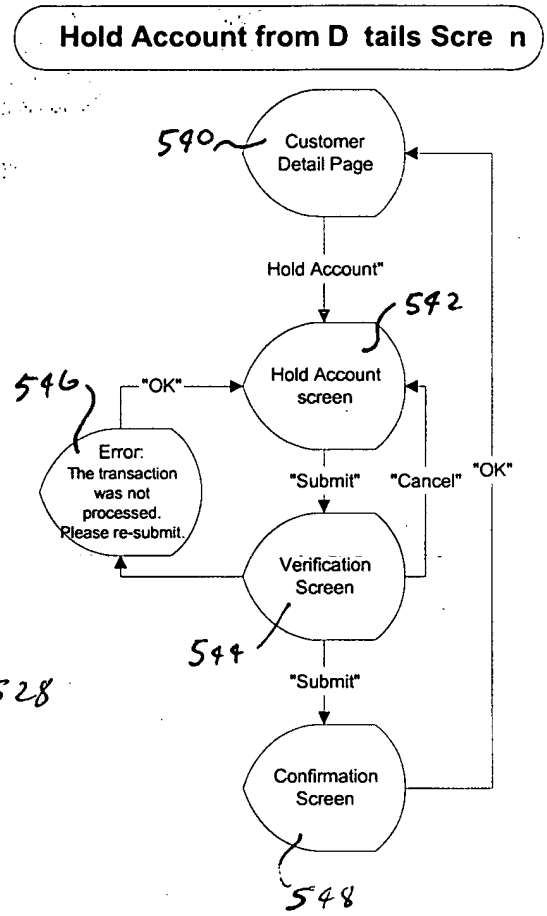

Hold Account from D tails Scre n
590
Customer Detail Page
Hold Account"
542
Hold Account screen
546
"OK"
Error: The transaction was not processed. Please re-submit.
"Submit"
"Cancel"
"OK"
Verification Screen
544
"Submit"
Confirmation Screen
548

FIG. 31

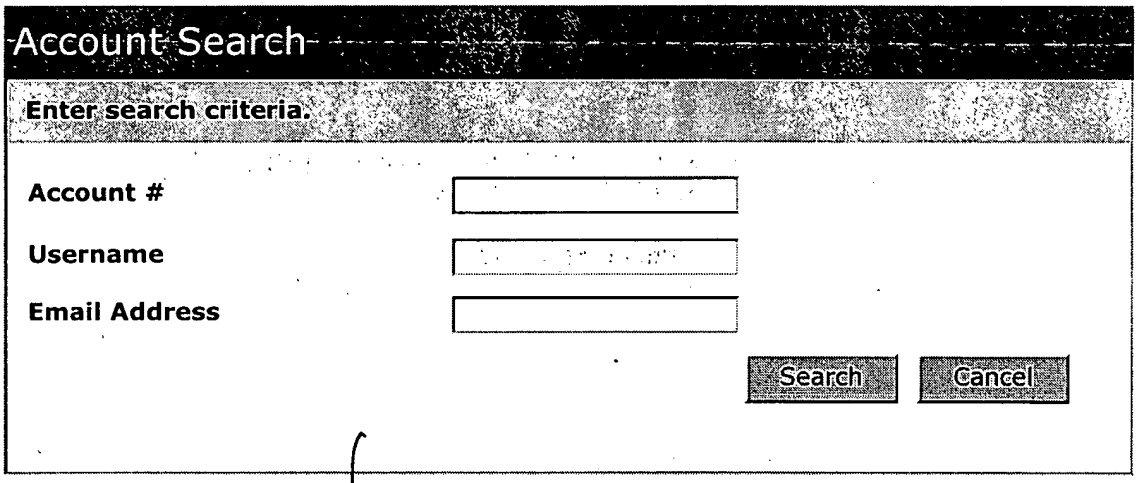


FIG. 30A

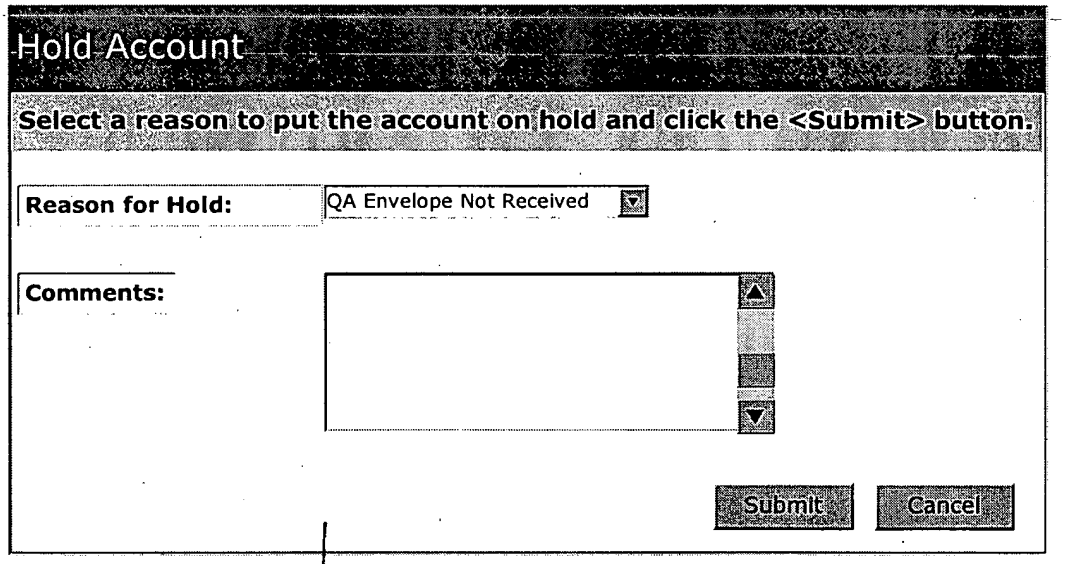
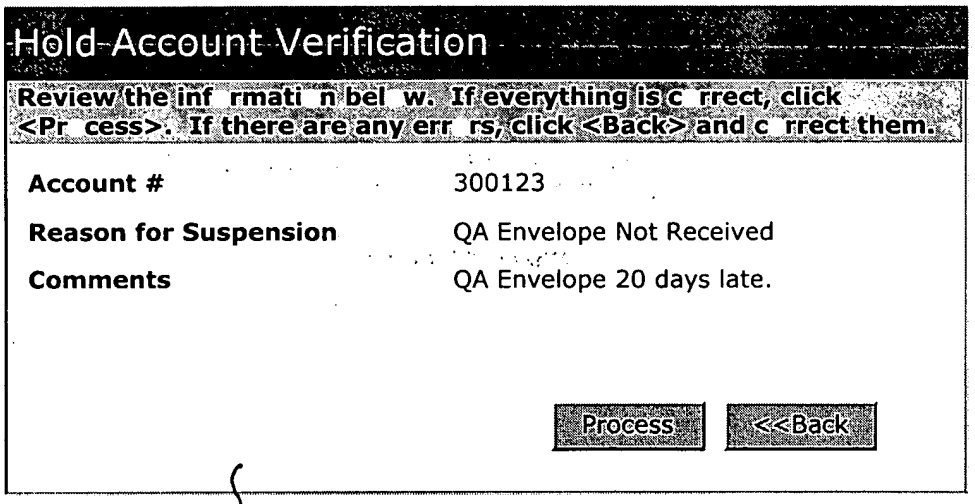


FIG. 30B


Hold Account Verification
Review the inf rmati n bel w. If everything is c rrect, click <Pr cess>. If there are any err rs, click <Back> and c rrect them.
Account #
300123
Reason for Suspension
QA Envelope Not Received
Comments
QA Envelope 20 days late.
Process
<<Back

532

FIG. 30C

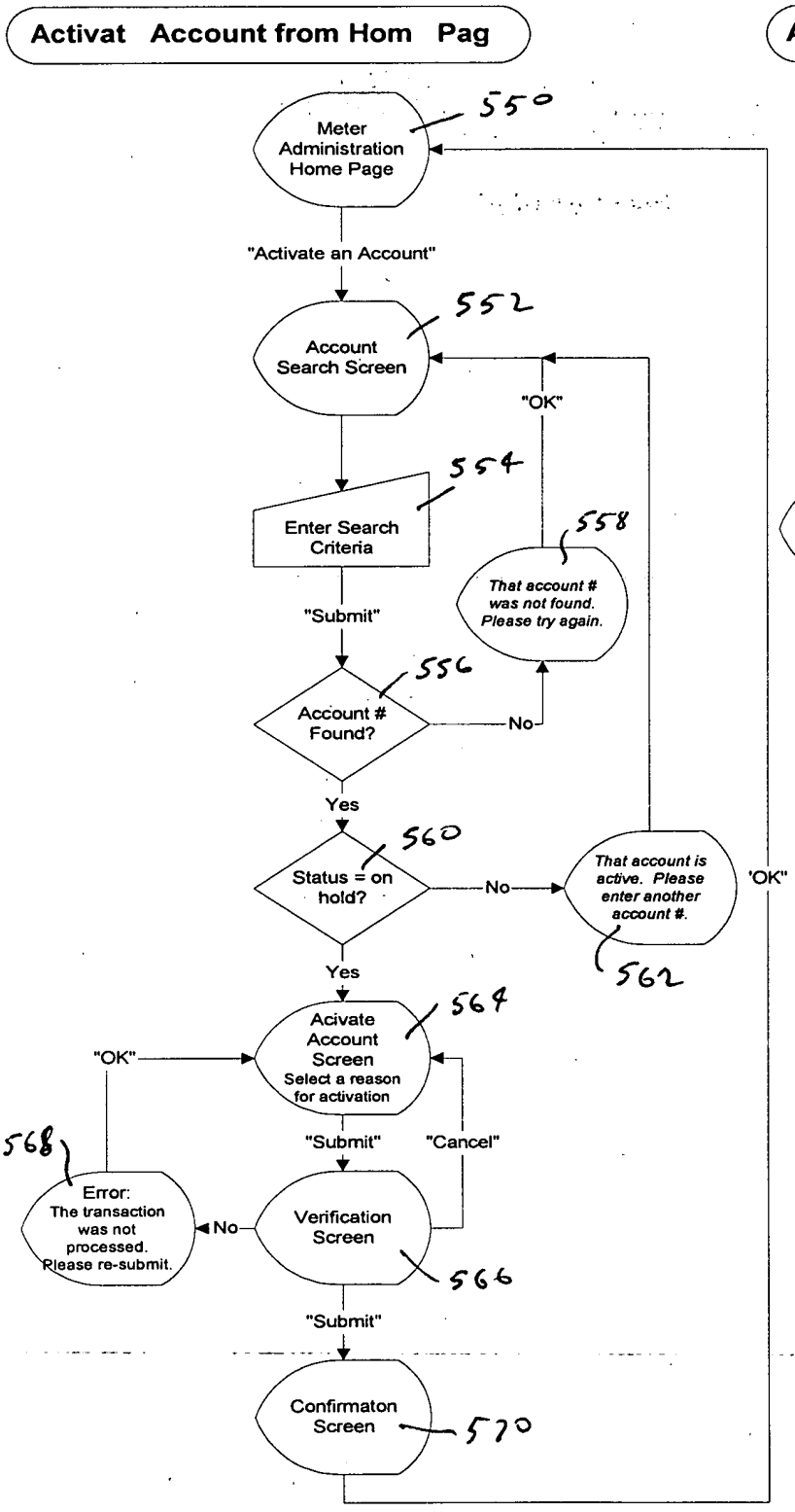

Activat Account from Hom Pag
Meter Administration Home Page
550
"Activate an Account"
Account Search Screen
552
"OK"
Enter Search Criteria
554
That account # was not found. Please try again.
558
"Submit"
Account # Found?
556
No
Yes
Status = on hold?
560
No
That account is active. Please enter another account #.
562
'OK"
Yes
Acivate Account Screen Select a reason for activation
564
"OK"
"Submit"
"Cancel"
Error: The transaction was not processed. Please re-submit.
568
No
Verification Screen
566
"Submit"
Confirmaton Screen
570

FIG. 32

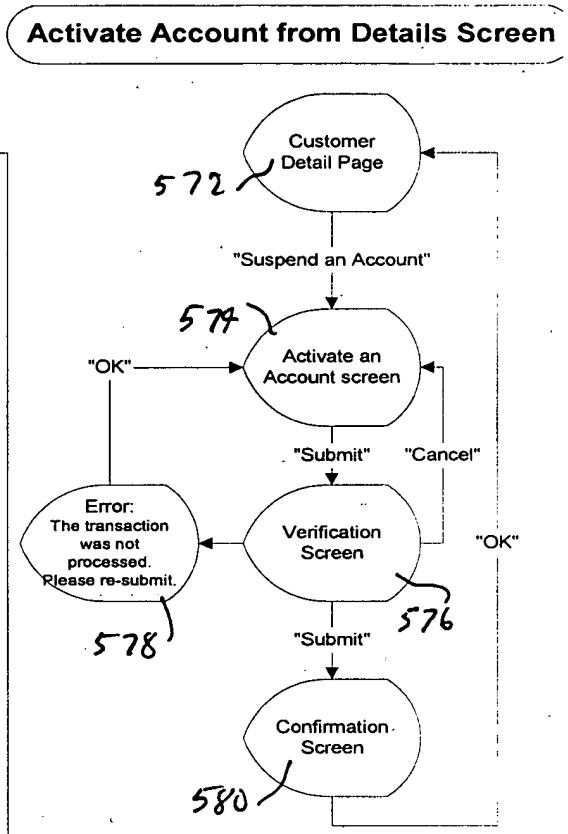

Activate Account from Details Screen
Customer Detail Page
572
"Suspend an Account"
Activate an Account screen
574
"OK"
"Submit"
"Cancel"
Error: The transaction was not processed. Please re-submit.
Verification Screen
"OK"
578
576
"Submit"
Confirmation Screen
580

FIG. 33

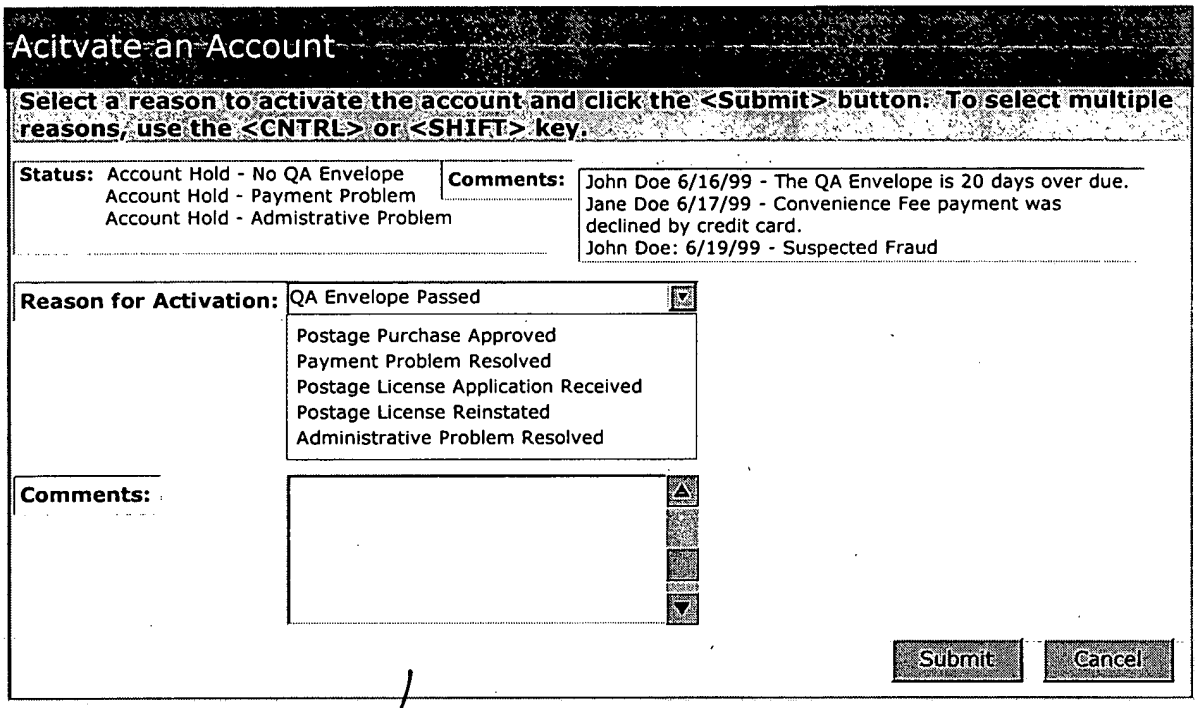


FIG. 32A

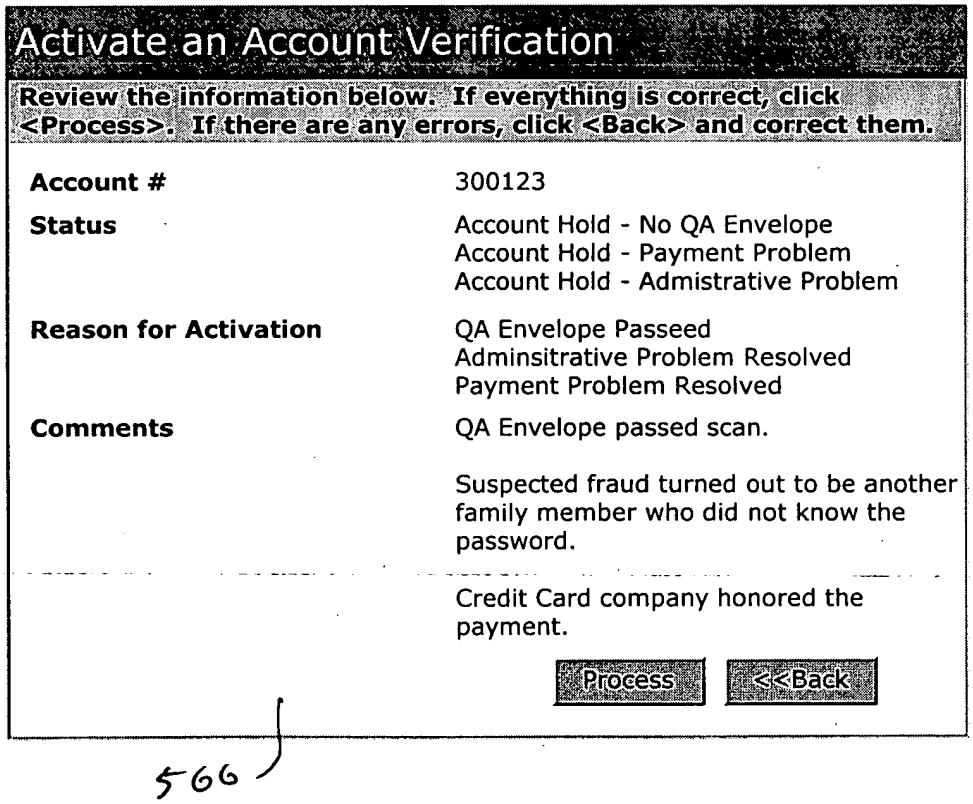


FIG. 32B

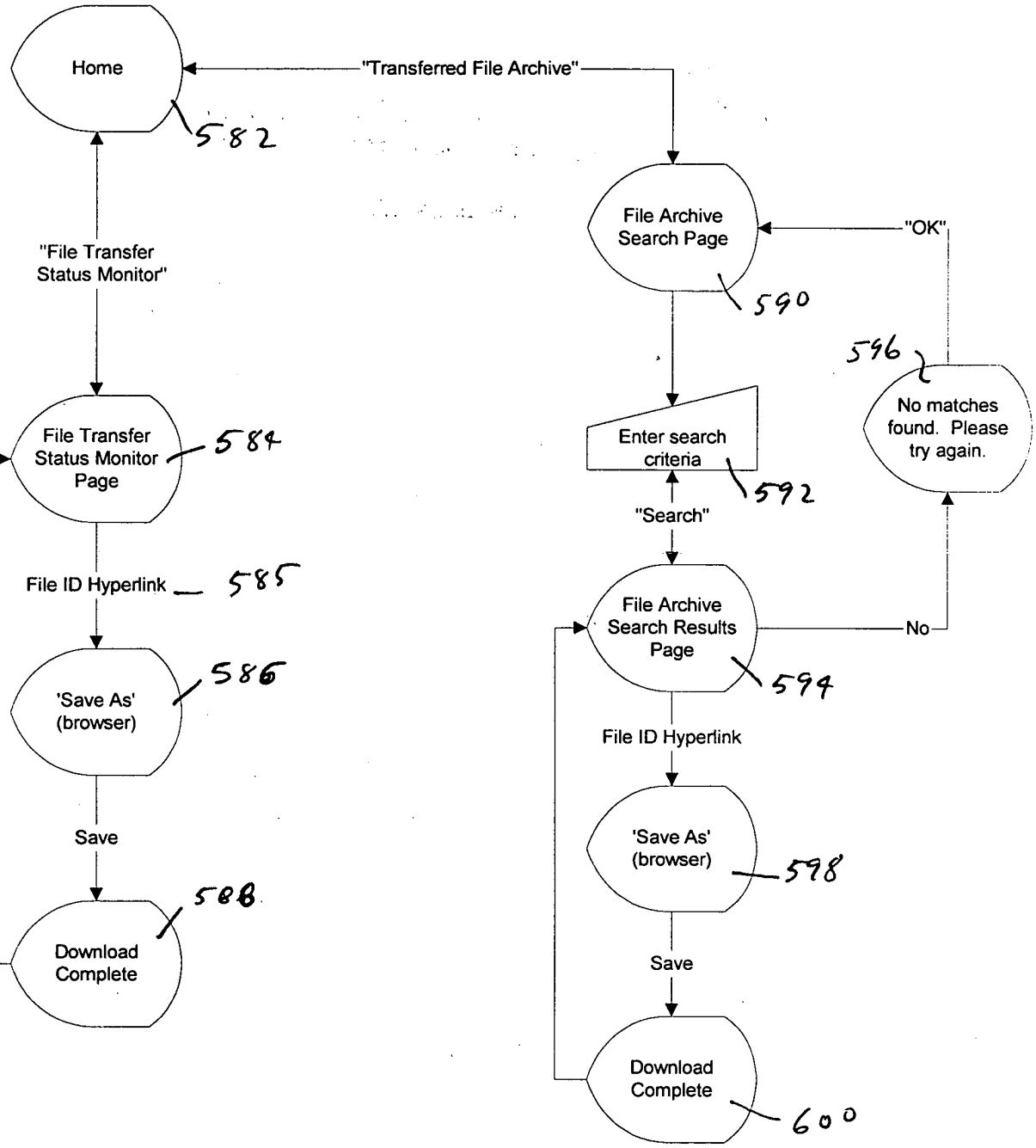

Home
582
"Transferred File Archive"
"File Transfer Status Monitor"
File Transfer Status Monitor Page
584
File ID Hyperlink
585
'Save As' (browser)
586
Save
Download Complete
588
File Archive Search Page
590
"OK"
Enter search criteria
592
"Search"
No matches found. Please try again.
596
File Archive Search Results Page
594
No
File ID Hyperlink
'Save As' (browser)
598
Save
Download Complete
600

FIG. 34

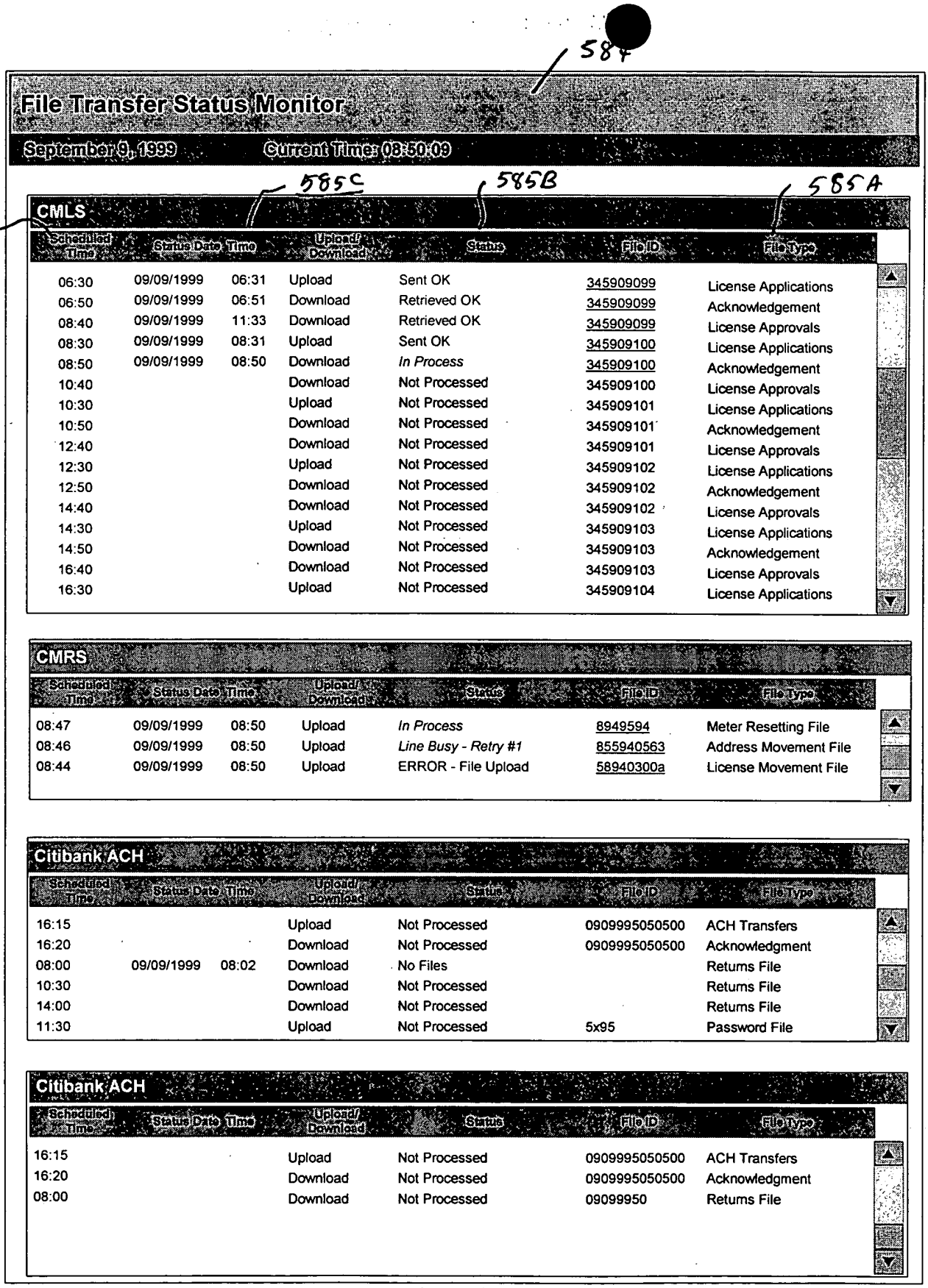

584
File Transfer Status Monitor
September 9, 1999
Current Time: 08:50:09
585C
585B
585A
585A
CMLS
Scheduled Time
Status Date
Time
Upload/ Download
Status
File ID
File Type
06:30 09/09/1999 06:31 Upload Sent OK 345909099 License Applications
06:50 09/09/1999 06:51 Download Retrieved OK 345909099 Acknowledgement
08:40 09/09/1999 11:33 Download Retrieved OK 345909099 License Approvals
08:30 09/09/1999 08:31 Upload Sent OK 345909100 License Applications
08:50 09/09/1999 08:50 Download In Process 345909100 Acknowledgement
10:40 Download Not Processed 345909100 License Approvals
10:30 Upload Not Processed 345909101 License Applications
10:50 Download Not Processed 345909101 Acknowledgement
12:40 Download Not Processed 345909101 License Approvals
12:30 Upload Not Processed 345909102 License Applications
12:50 Download Not Processed 345909102 Acknowledgement
14:40 Download Not Processed 345909102 License Approvals
14:30 Upload Not Processed 345909103 License Applications
14:50 Download Not Processed 345909103 Acknowledgement
16:40 Download Not Processed 345909103 License Approvals
16:30 Upload Not Processed 345909104 License Applications
CMRS
Scheduled Time
Status Date
Time
Upload/ Download
Status
File ID
File Type
08:47 09/09/1999 08:50 Upload In Process 8949594 Meter Resetting File
08:46 09/09/1999 08:50 Upload Line Busy - Retry #1 855940563 Address Movement File
08:44 09/09/1999 08:50 Upload ERROR - File Upload 58940300a License Movement File
Citibank ACH
Scheduled Time
Status Date
Time
Upload/ Download
Status
File ID
File Type
16:15 Upload Not Processed 0909995050500 ACH Transfers
16:20 Download Not Processed 0909995050500 Acknowledgment
08:00 09/09/1999 08:02 Download No Files Returns File
10:30 Download Not Processed Returns File
14:00 Download Not Processed Returns File
11:30 Upload Not Processed 5x95 Password File
Citibank ACH
Scheduled Time
Status Date
Time
Upload/ Download
Status
File ID
File Type
16:15 Upload Not Processed 0909995050500 ACH Transfers
16:20 Download Not Processed 0909995050500 Acknowledgment
08:00 Download Not Processed 09099950 Returns File

FIG. 34A

Status	Definition
Normal Process	
Not Processed	The file has not been created yet.
In Progress	File transfer is in process
Sent OK	File upload is complete
Retrieved OK	File download is complete
No Files	No files found during check (ACH only)
Delays	
File Missing - Retry #n (n = 1-3)	Download file not found during initial check, will retry up to 3 times
Line Busy - Retry #n (n = 1-3)	Encountered a busy signal on the first attempt, will retry up to 3 times
Errors	
Cannot Connect!	The line picked-up but could not establish a connection.
Cannot Find Files!	Download file not located after the third attempt.
Line Busy!	All retry attempts encountered a busy signal.
Transfer Incomplete!	File transfer was aborted while upload/download in process.
No Dial-Tone!	There is no dial-tone from the modem.

FIG. 34B

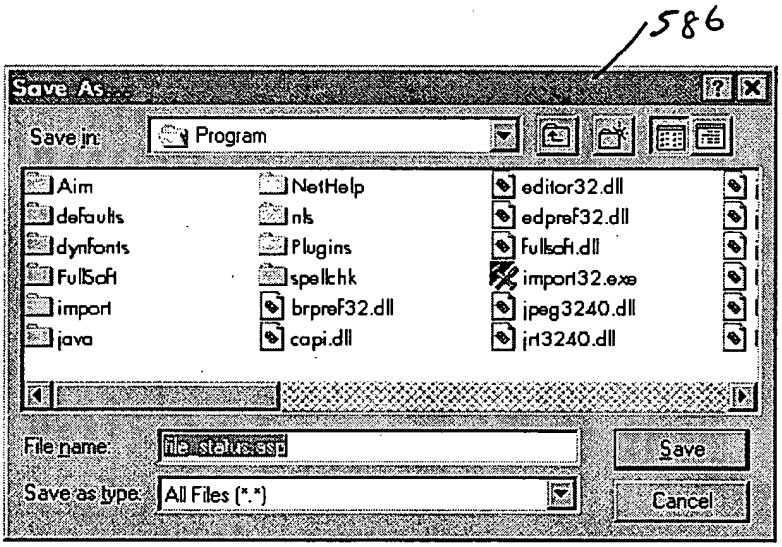


FIG. 34C

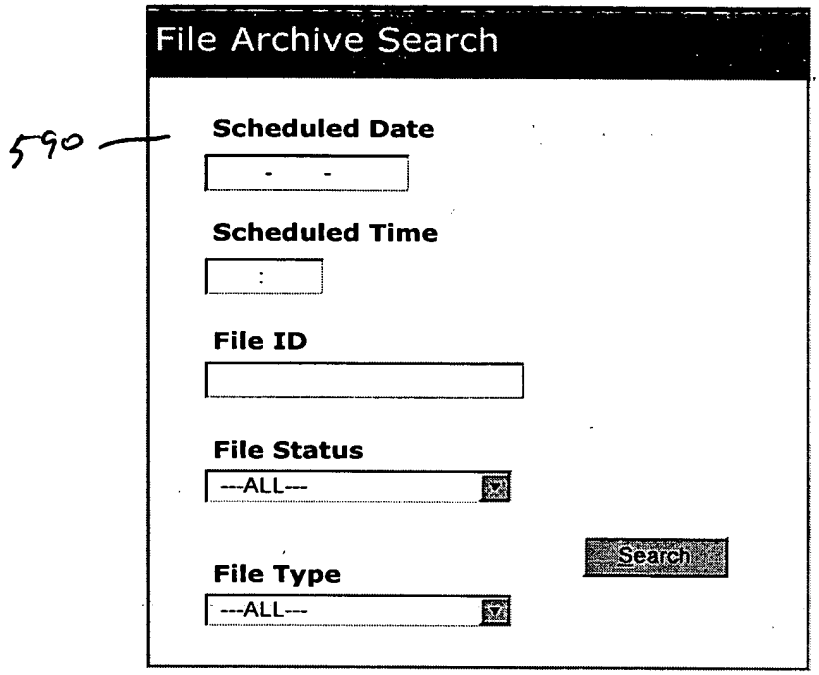


FIG. 34D

594

File Search Results

Date/Time	File ID	Status	File Type
06/16/1999 07:30 AM	1234567	Processed	License Notification
06/16/1999 09:30 AM	1234568	Sent OK	License Applications
06/16/1999 11:30 AM	1234569	Processed	Acknowledgment
06/16/1999 01:30 PM	1234570	Processed	Update Notification
06/16/1999 03:30 PM	1234571	Sent OK	License Updates
06/16/1999 05:30 PM	1234572	Processed	License Notification
06/16/1999 07:30 PM	1234573	Processed	Acknowledgment
06/16/1999 09:30 PM	1234574	Processed	License Notification
06/16/1999 11:30 PM	1234575	Sent OK	License Applications
06/17/1999 01:30 AM	1234576	Sent OK	License Applications

FIG. 34E

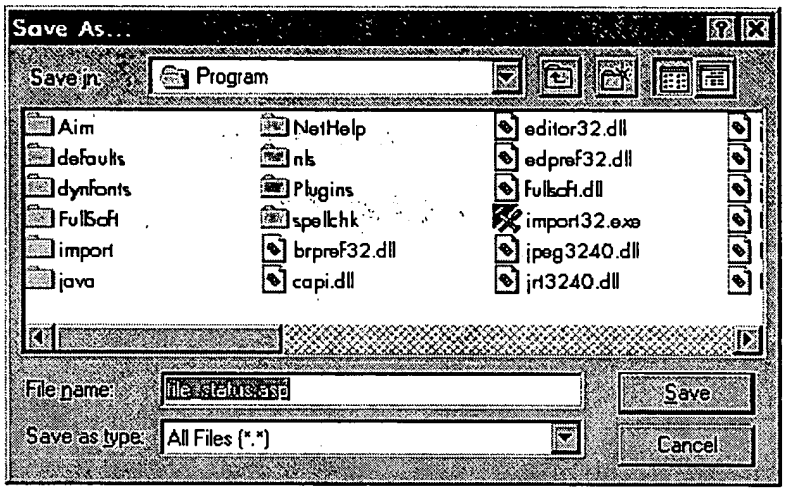

Save As...
Save in:
Program
Aim
defaults
dynfonts
FullSoft
import
java
NetHelp
nls
Plugins
spellchk
brpref32.dll
capi.dll
editor32.dll
edpref32.dll
fullsoft.dll
import32.exe
jpeg3240.dll
jrt3240.dll
598
File name:
file_name.ass
Save as type:
All Files (*.*)
Save
Cancel

FIG. 34F

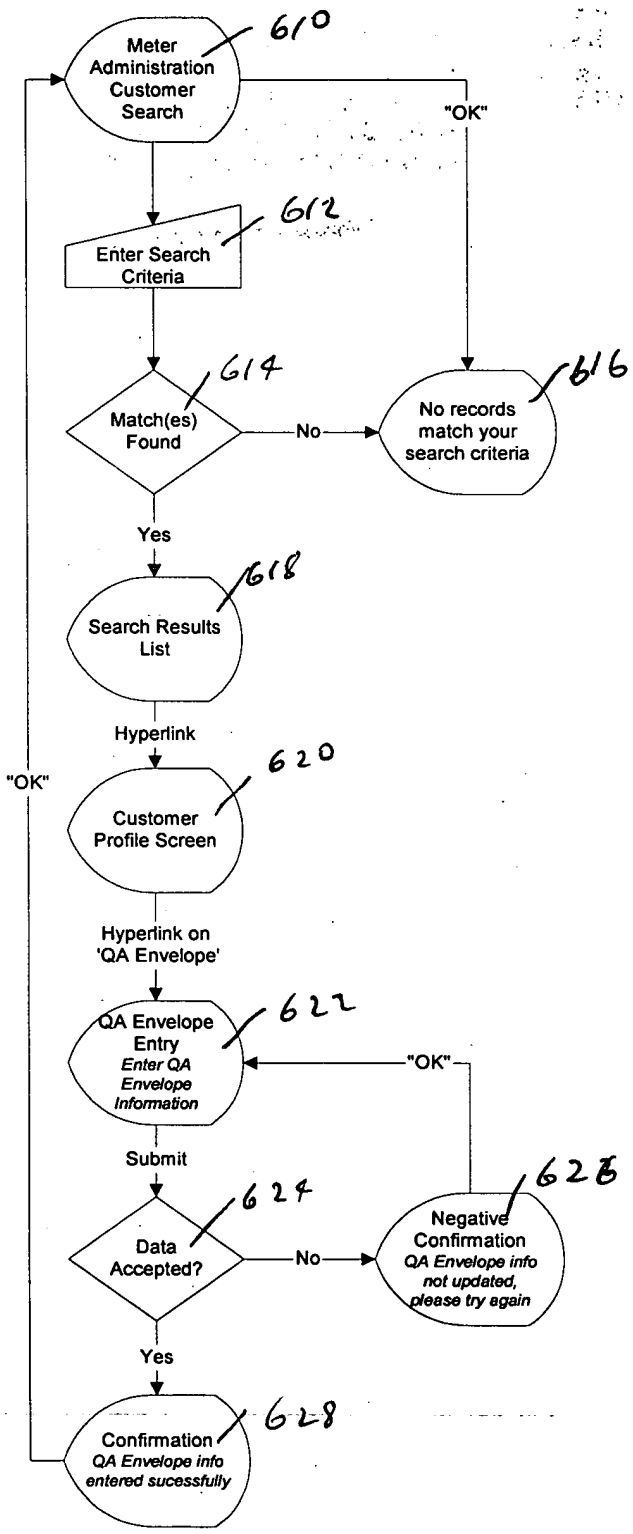

Meter Administration Customer Search
610
"OK"
Enter Search Criteria
612
Match(es) Found
614
No
No records match your search criteria
616
Yes
Search Results List
618
Hyperlink
"OK"
Customer Profile Screen
620
Hyperlink on 'QA Envelope'
QA Envelope Entry
Enter QA Envelope Information
622
"OK"
Submit
Data Accepted?
624
No
Negative Confirmation
QA Envelope info not updated, please try again
626
Yes
Confirmation
QA Envelope info entered sucessfully
628

FIG. 35

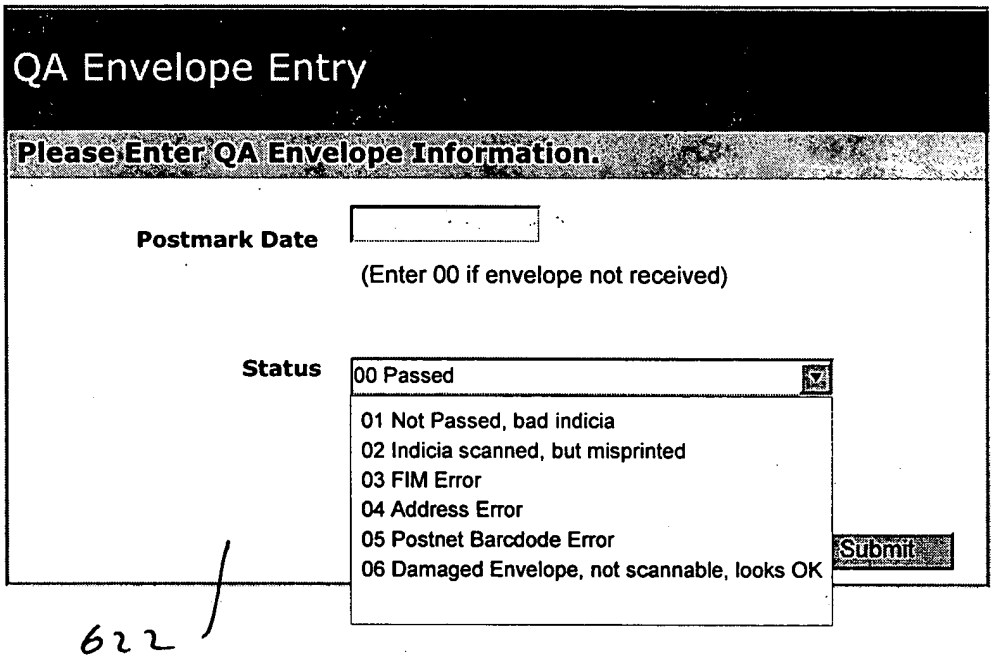


FIG. 35A

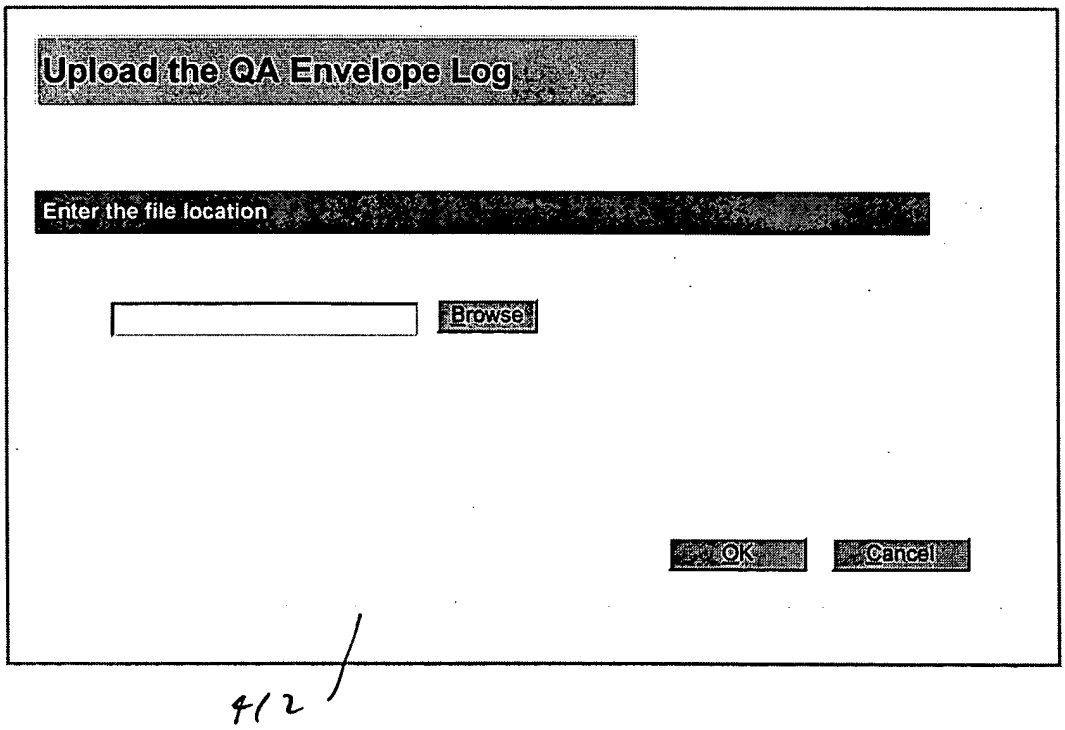


FIG. 35B

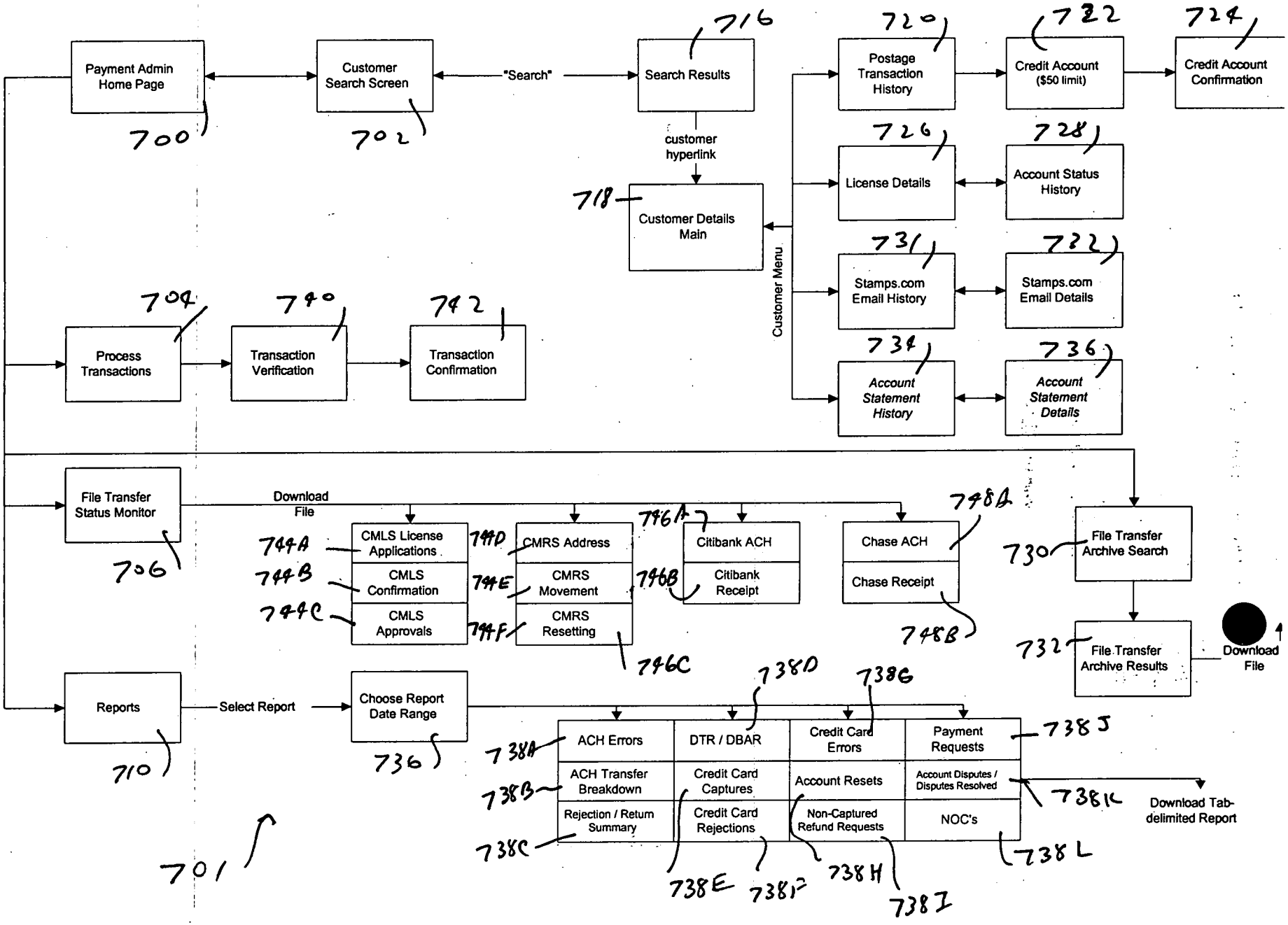

Payment Admin Home Page
700
Customer Search Screen
702
"Search"
Search Results
716
customer hyperlink
Customer Details Main
718
Customer Menu
Postage Transaction History
720
Credit Account ($50 limit)
722
Credit Account Confirmation
724
License Details
726
Account Status History
728
Stamps.com Email History
731
Stamps.com Email Details
732
Account Statement History
734
Account Statement Details
736
Process Transactions
704
Transaction Verification
740
Transaction Confirmation
742
File Transfer Status Monitor
706
Download File
CMLS License Applications
744A
CMLS Confirmation
744B
CMLS Approvals
744C
CMRS Address
744D
CMRS Movement
744E
CMRS Resetting
744F
746C
Citibank ACH
746A
Citibank Receipt
746B
Chase ACH
748A
Chase Receipt
748B
File Transfer Archive Search
730
File Transfer Archive Results
732
Download File
Reports
710
Select Report
Choose Report Date Range
736
ACH Errors
738A
ACH Transfer Breakdown
738B
Rejection / Return Summary
738C
DTR / DBAR
738D
Credit Card Captures
738E
Credit Card Rejections
738F
Credit Card Errors
738G
Account Resets
738H
Non-Captured Refund Requests
738I
Payment Requests
738J
Account Disputes / Disputes Resolved
738K
NOC's
738L
Download Tab-delimited Report
701

FIG. 36

License Summary				
Customer ID	Customer Name	M ter Number	License Number	Date Grant d

468A

FIG. 36A

Historical Summary							
Customer ID	Customer Name	Meter Number	Date Rejected	Reason	Current License (Y/N)	Date Granted	License Number

468B

FIG. 36B

Customer Collateral / QA Envelope					
Customer ID	Meter Number	Item Scanned	Date Received	Status Code	Status Description
		Beta paperwork, 3601A hardcopy, QA enveloper			

486G

FIG. 36C

Application Rejection					
Customer ID	Meter Number	Problem Type	Error Code	Error Code Explanation	Application ID#
		Basic integrity check, edit check, application format check			
Count					

468I

FIG. 36D

Withdrawn Meters Report							
Date of Request	Meter #	Customer ID	Customer Name	Phone	Refund Amount	Pending Transaction ID #	Manager Name
Withdrawn Meters							
						N/A	Person who initiated
		Count			Total		(if applicable)
Meters that could not be Withdrawn							
		Count			Total		

468K

FIG. 36E

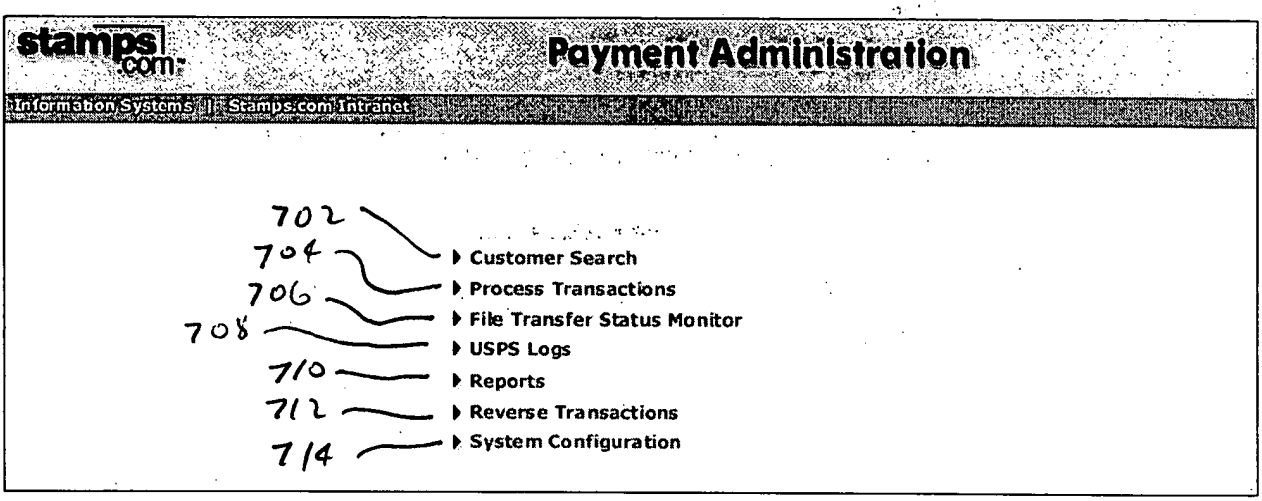

stamps.com
Payment Administration
Information Systems | Stamps.com Intranet
702
704
706
708
710
712
714
Customer Search
Process Transactions
File Transfer Status Monitor
USPS Logs
Reports
Reverse Transactions
System Configuration

FIG. 37A

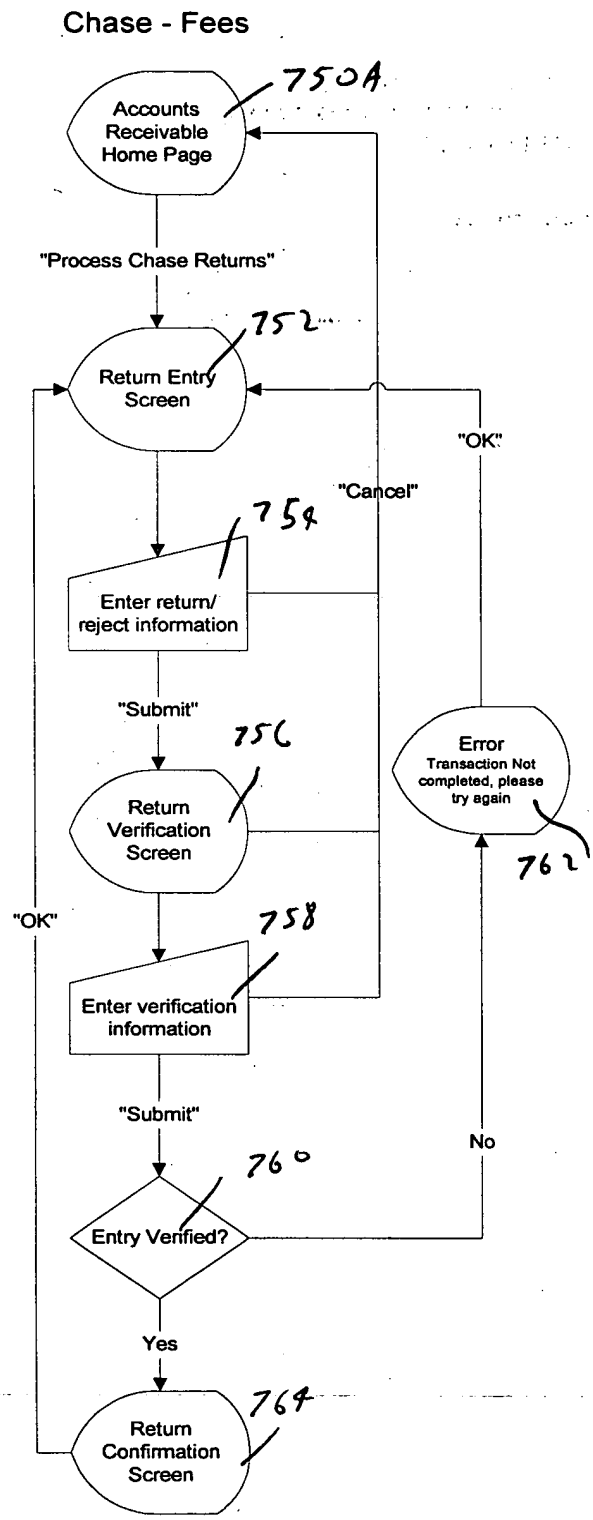


FIG. 38B

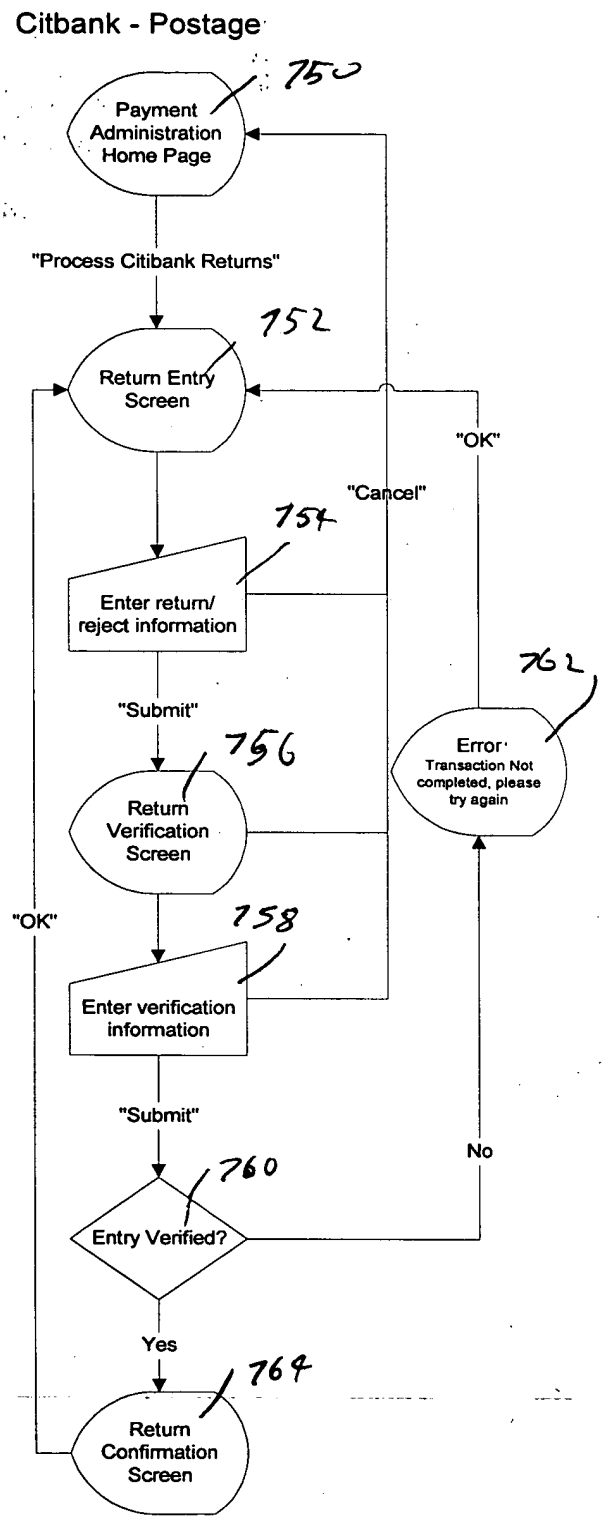
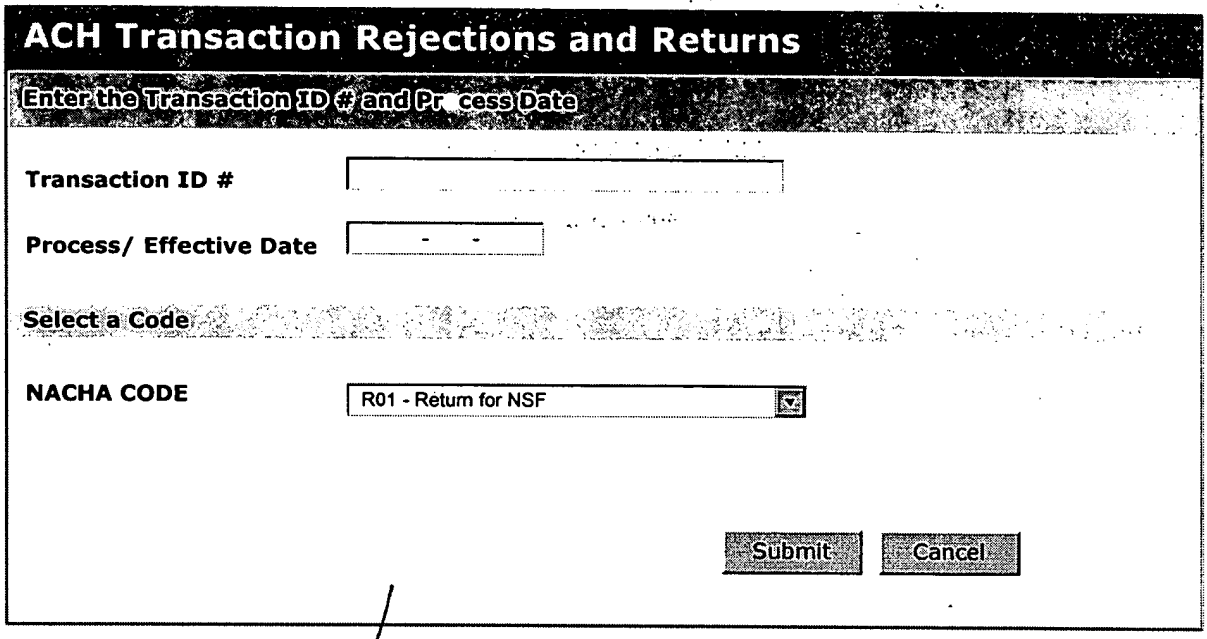


FIG. 38A



754

FIG. 38C

NACHA Return and Rejection Codes

ACH Code	Reason
R01	Insufficient Funds
R02	Account Closed
R03	No Account/Unable to Locate Account
R04	Invalid Account Number
R05	Reserved
R06	Returned per ODFI's Request
R07	Authorization Revoked by Customer (adjustment entries)-
R08	Payment Stopped
R09	Uncollected Funds
R10	Customer Advises Not Authorized (adjustment entries)
R11	Check Truncation Entry Return (Specify)
R12	Branch Sold to Another DFI
R13	RDFI Not Qualified to Participate/ Routing Number not Valid
R14	Account-holder Deceased (Representative Payee Deceased or Unable to Continue in that Capacity)
R15	Beneficiary Deceased
R16	Account Frozen
R17	File Record Edit Criteria (Specify)
R18	Improper Effective Entry Date
R19	Amount Field Error
R20	Non-Transaction Account
R21	Invalid Company identification
R22	Invalid Individual ID Number

FIG. 38D

R23	Credit Entry Refused by Receiver
R24	Duplicate Entry
R25	Addenda Error
R26	Mandatory field Error
R27	Trace Number Error
R28	Routing Number Check Digit Error
R29	Corporate Customer Address Not Authorized
R30	RDFI Not Participant in Check Truncation Program
R31	Permissible Return Entry (CCD and CTX only)
R32	RDFI Non-Settlement
R33	Return of XCK Entry
R34	Limited Participation DFI
R35	Return of Improper Debit Entry
R40	Non-Participant in ENR Program (ENR only) [Return of ENR Entry by Federal Government Agency (ENR Only)]
R41	Invalid Transaction Code (ENR only)
R42	Routing Number/Check Digit Error (ENR only)
R43	Invalid DFI Account Number (ENR only)
R44	Invalid Individual ID Number (ENR only) [Invalid Individual ID Number/Identification Number (ENR only)]
R45	Invalid Individual Name (ENR only) [Invalid Individual Name./Company Name (ENR only)]
R46	Invalid Representative Payee Indicator (ENR only)
R47	Duplicate Enrollment (ENR Only)
C01	Incorrect DFI Account Number
C02	Incorrect Routing Number
C03	Incorrect Routing Number and Incorrect DFI Account Number
C04	Incorrect Individual Name/ Receiving Company Name
C05	Incorrect Transaction Code
C06	Incorrect DFI Account Number and Incorrect Transaction Code
C07	Incorrect Routing Number, Incorrect DFI Account Number, and Incorrect Transaction Code
C08	Reserved
C09	Incorrect Individual Identification Number
C10	Incorrect Company Name
C11	Incorrect Company Identification
C12	Incorrect Company Name and Incorrect Company Identification
C13	Addenda Format Error

FIG. 38D (continued)

ACH Transaction Verification

Please confirm that the following information appears on the fax. If *any* information is incorrect, click <CANCEL> or the <Back> button on your browser to correct.

Name on Account	John Doe
Transaction Amount	100.25
Process Date	06/16/1999
NACHA CODE	R-01 - Return

Please re-enter the Transaction ID # and submit

Transaction ID #

Submit Cancel

760

FIG. 38E

ACH Payment Rejected/Returned Report

Meter Number	Customer ID	Transaction ID	Request Date	Type	Amount
				reject/return	
		Count			Total

738A

FIG. 39A

ACH Transfer Breakdown Report

Meter Number	Customer ID	Transaction ID	Request Date	Amount
Free Postage Transfers				
		Count		Total
Merchant Postage Transfers				
		Count		Total
Spoilage and Other Transfers				
		Count		Total

738B

FIG. 39B

Rejection / Return Summary Report						
Meter Number	Customer ID	Transaction ID	Reject Date	Type	Reason	Amount
				Reject/Return		

738C

FIG. 39C

Captured Credit Card Payments					
Meter Number	Customer ID	Transaction ID	Request Date	Capture Date	Amount
		Count			Total

738D

FIG. 39D

Credit Card Payment Rejected/Returned Report						
Meter Number	Customer ID	Transaction ID	Request Date	Type	Reason Code	Amount
				reject/return		
		Count				Total

738F

FIG. 39E

Meter Resets Report					
Meter Number	Customer ID	Transaction ID	Request Date	Reset Date	Amount
		Count			Total

738H

FIG. 39F

7380

Activity Date:	*date*
To:	United States Post Office **Ms. Sheryl L. Stone** Accounting Service Center - Finance Branch 2825 Lone Oak Parkway, Eqan MN 55121-9610
Telephone:	651-406-1103
Fax	651-406-1259
From:	**Stamps.com**
Name	
	Address
Telephone:	~~### ### ####~~
Fax:	~~### ### ####~~

Ref #	Description	
1	Previous Day Ending Account Balance	
2	(+) EFT Collections From Lockbox Bank	
3	(+) Credit Card Collections	
4	(-) Credit Card Fees	
5	(-) Total Meter Resettings	
6	(-) EFT Reversals	
7	(-) Credit Card Charge Backs	
8	(-) Postage Refunds	
9	(+ / -) Miscellaneous Adjustments	
10	(-) Meter Company Funds	
11	Ending Account Balance	

FIG. 39G

Stamps.com		
Detail for the Daily Bank Activity Reconciliation (DBAR)		
Activity Date:		
Resubmitted Transactions for Meters Previously Reset but Subsequently Reversed		
Resubmission Date	Meter ID	Amount
		$
Postage Purchases Processed for License Applications Pending Approval (Resetting to be Reported Upon Approval)		
Process Date	Meter ID	Amount
ost		$
Meter Resettings for Approved License Applications where Postage Purchases had Previously Been Processed		
Reset Date	Meter ID	Amount
se		$
an		$
Rejected Transactions		
Effective Date	Meter ID	Amount
sac		$
Returned and Retired Transactions		
Process Date	Meter ID	Amount
		$
		$
Credit Card Charge Backs		
Process Date	Meter ID	Amount

FIG. 39H

Non-Captured Refund Requests					
Meter Number	Customer ID	Original Transaction ID	Original Transaction Date	Amount	Date Quit
		Count		Total	

7382

FIG. 39I

Payment Requests Report						
Meter Number	Customer ID	Transaction ID	Request Dat	Type	Amount	Meter Status
				ACH/Visa/MC		
		Count			Total	Status Count

738J

FIG. 39J

Account Disputes Resolved							
Meter Number	Customer ID	Transaction ID	Transaction Date	Amount	Date Resolved	Conclusion	Reason
		Count		Total			

738K

FIG. 39K

NOC Report					
Meter Number	Customer ID	Transaction ID	Request Date	Amount	Description
		Count		total	

738L

FIG. 39L

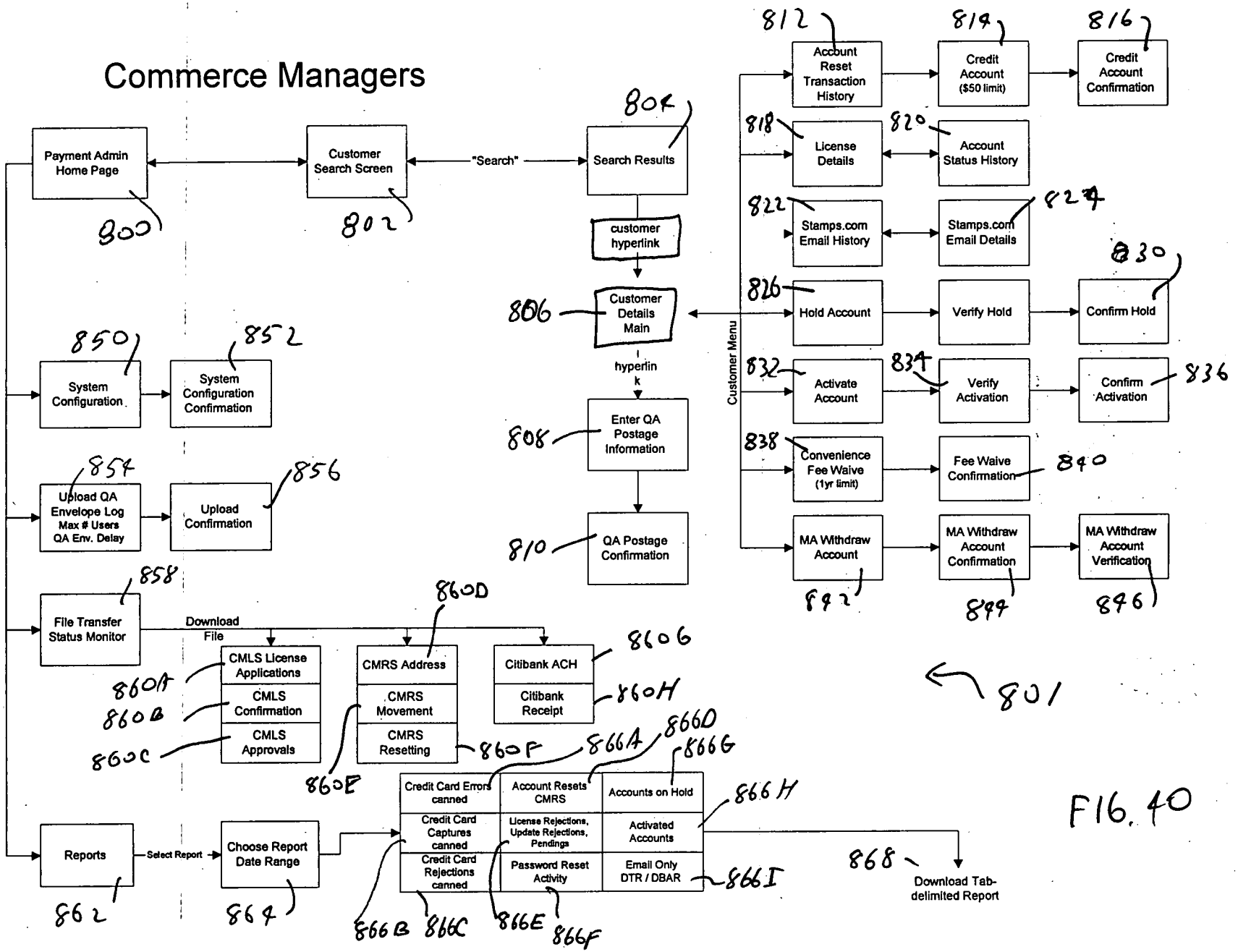

Commerce Managers
Payment Admin Home Page
800
Customer Search Screen
802
"Search"
Search Results
804
customer hyperlink
Customer Details Main
806
hyperlink
Enter QA Postage Information
808
QA Postage Confirmation
810
Customer Menu
Account Reset Transaction History
812
Credit Account ($50 limit)
814
Credit Account Confirmation
816
License Details
818
Account Status History
820
Stamps.com Email History
822
Stamps.com Email Details
824
Hold Account
826
Verify Hold
828
Confirm Hold
830
Activate Account
832
Verify Activation
834
Confirm Activation
836
Convenience Fee Waive (1yr limit)
838
Fee Waive Confirmation
840
MA Withdraw Account
842
MA Withdraw Account Confirmation
844
MA Withdraw Account Verification
846
801
System Configuration
850
System Configuration Confirmation
852
Upload QA Envelope Log Max # Users QA Env. Delay
854
Upload Confirmation
856
File Transfer Status Monitor
858
Download File
CMLS License Applications
860A
CMLS Confirmation
860B
CMLS Approvals
860C
CMRS Address
860D
CMRS Movement
860E
CMRS Resetting
860F
Citibank ACH
860G
Citibank Receipt
860H
Reports
862
Select Report
Choose Report Date Range
864
Credit Card Errors canned
Account Resets CMRS
866A
Accounts on Hold
866D
866G
Credit Card Captures canned
License Rejections, Update Rejections, Pendings
Activated Accounts
866H
Credit Card Rejections canned
Password Reset Activity
Email Only DTR / DBAR
866I
866B
866C
866E
866F
868
Download Tab-delimited Report

FIG. 4C

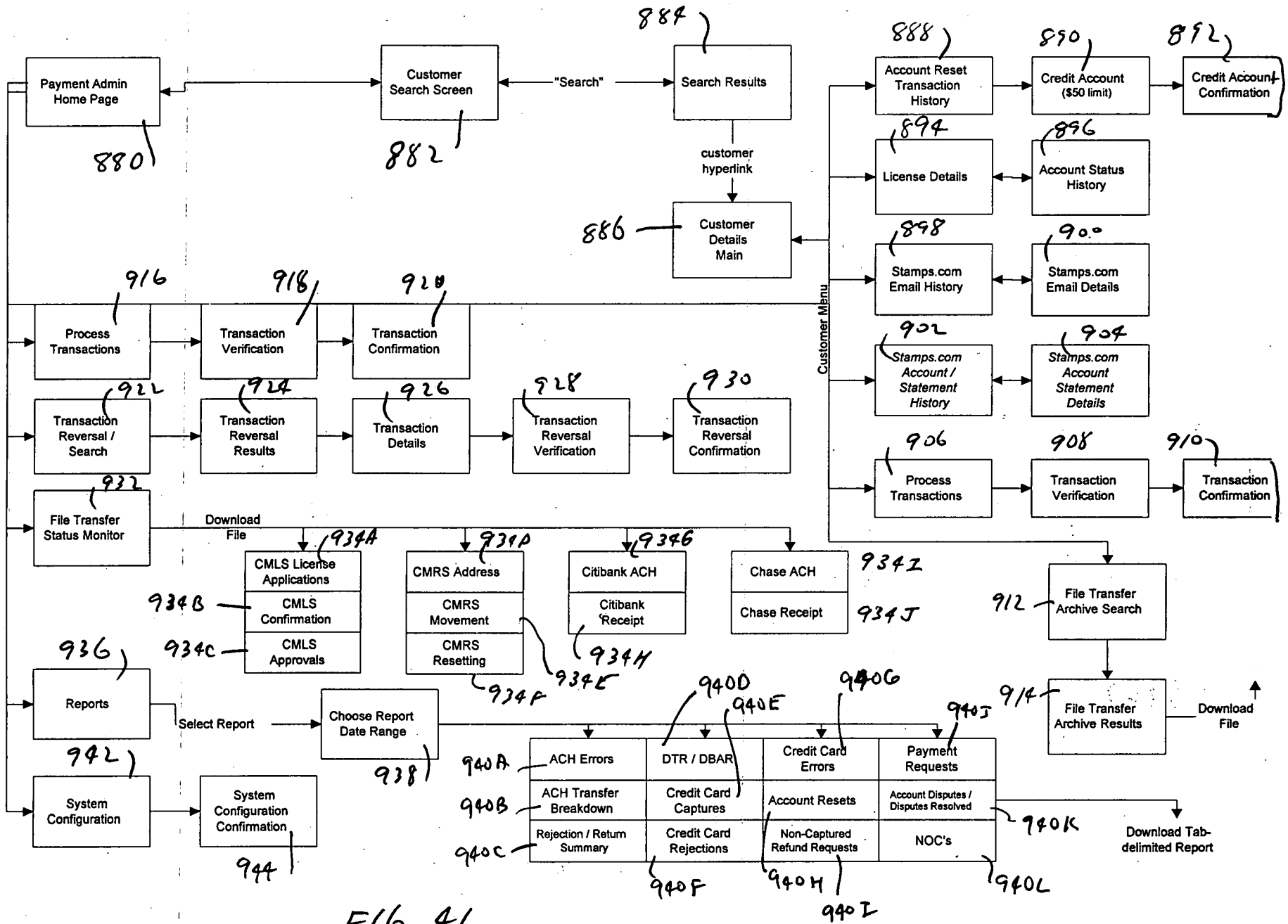

Payment Admin Home Page
880
Customer Search Screen
882
"Search"
Search Results
884
customer hyperlink
Customer Details Main
886
Account Reset Transaction History
888
Credit Account ($50 limit)
890
Credit Account Confirmation
892
License Details
894
Account Status History
896
Stamps.com Email History
898
Stamps.com Email Details
900
Stamps.com Account / Statement History
902
Stamps.com Account Statement Details
904
Process Transactions
906
Transaction Verification
908
Transaction Confirmation
910
Customer Menu
Process Transactions
916
Transaction Verification
918
Transaction Confirmation
920
Transaction Reversal / Search
922
Transaction Reversal Results
924
Transaction Details
926
Transaction Reversal Verification
928
Transaction Reversal Confirmation
930
File Transfer Status Monitor
932
Download File
CMLS License Applications
934A
CMLS Confirmation
934B
CMLS Approvals
934C
CMRS Address
934D
CMRS Movement
CMRS Resetting
934F
934E
Citibank ACH
934G
Citibank Receipt
934H
Chase ACH
934I
Chase Receipt
934J
File Transfer Archive Search
912
File Transfer Archive Results
914
Download File
Reports
936
Select Report
Choose Report Date Range
938
System Configuration
942
System Configuration Confirmation
944
ACH Errors
940A
ACH Transfer Breakdown
940B
Rejection / Return Summary
940C
DTR / DBAR
940D
Credit Card Captures
940E
Credit Card Rejections
940F
Credit Card Errors
940G
Account Resets
940H
Non-Captured Refund Requests
940I
Payment Requests
940J
Account Disputes / Disputes Resolved
940K
NOC's
940L
Download Tab-delimited Report

FIG. 41

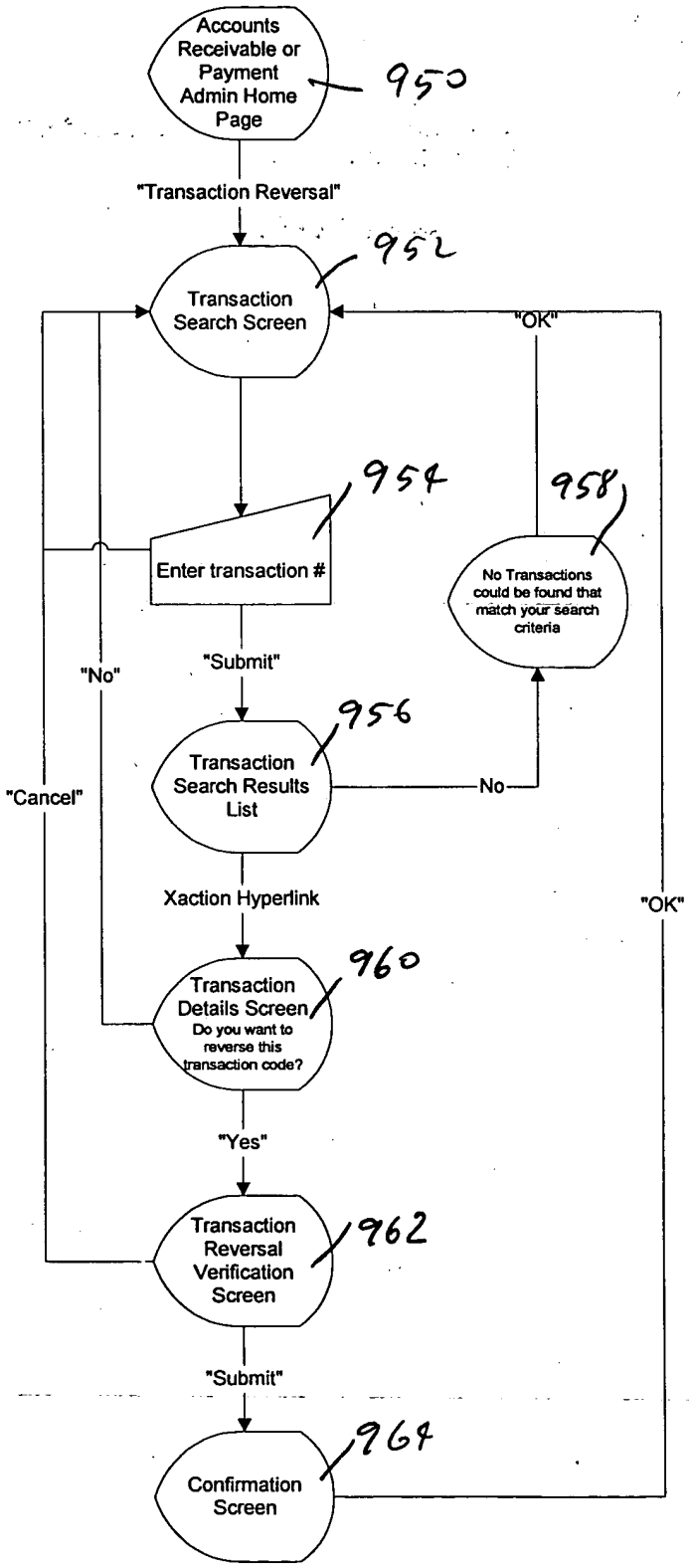

Accounts Receivable or Payment Admin Home Page
950
"Transaction Reversal"
952
Transaction Search Screen
"OK"
954
Enter transaction #
958
No Transactions could be found that match your search criteria
"No"
"Submit"
956
Transaction Search Results List
No
"Cancel"
Xaction Hyperlink
"OK"
960
Transaction Details Screen
Do you want to reverse this transaction code?
"Yes"
Transaction Reversal Verification Screen
962
"Submit"
964
Confirmation Screen

FIG. 42

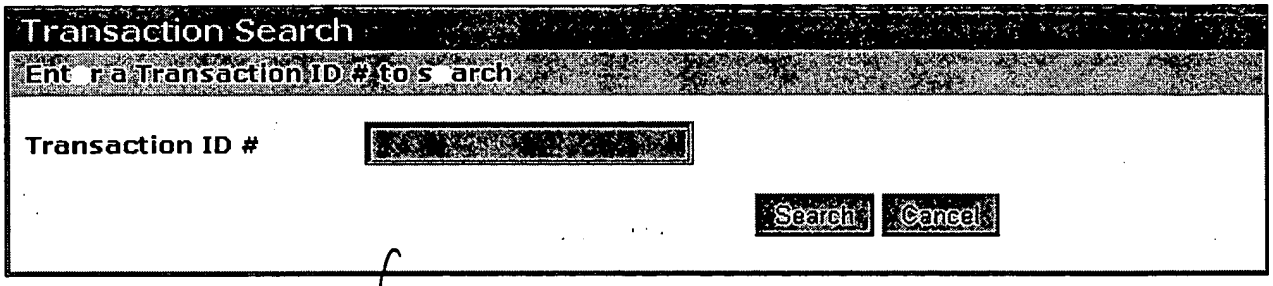


FIG. 42A

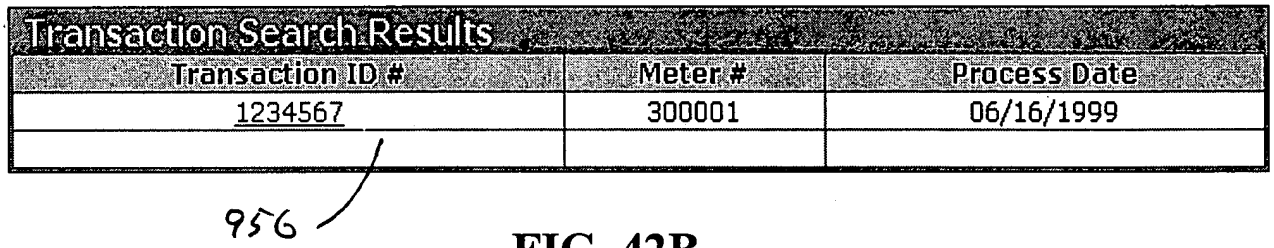


FIG. 42B

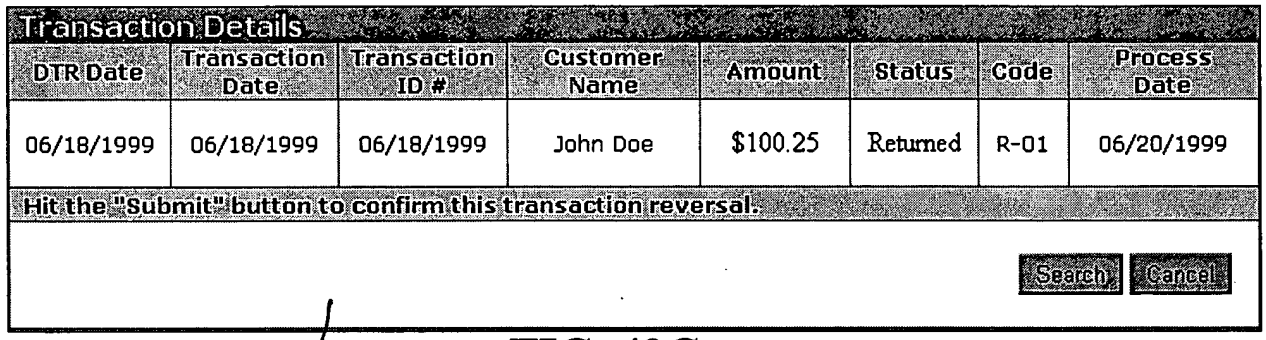


FIG. 42C

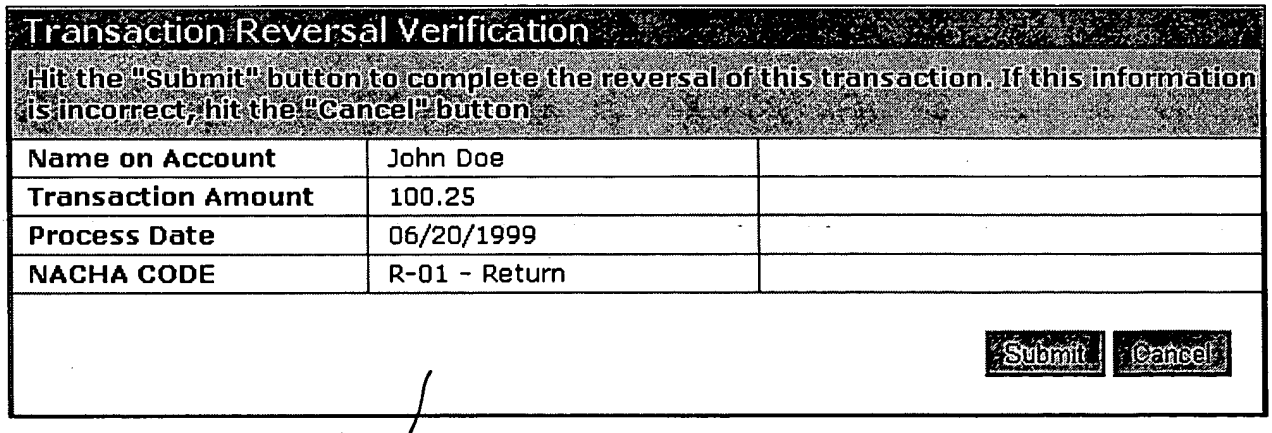


FIG. 42D

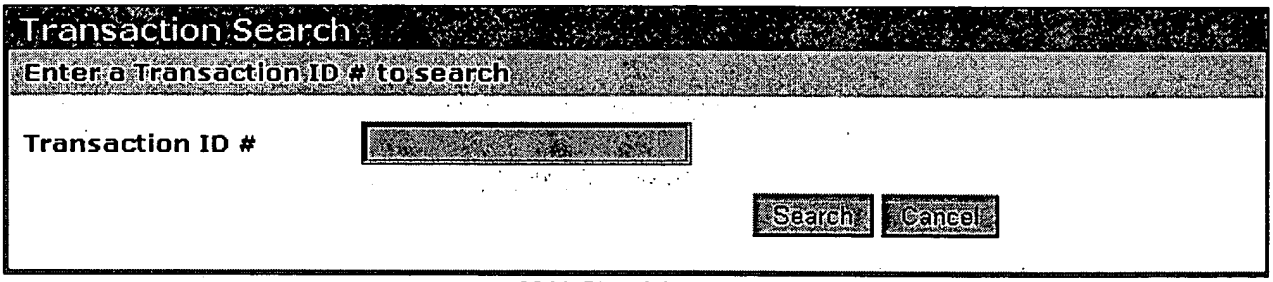

Transaction Search
Enter a Transaction ID # to search
Transaction ID #
Search
Cancel

FIG. 43

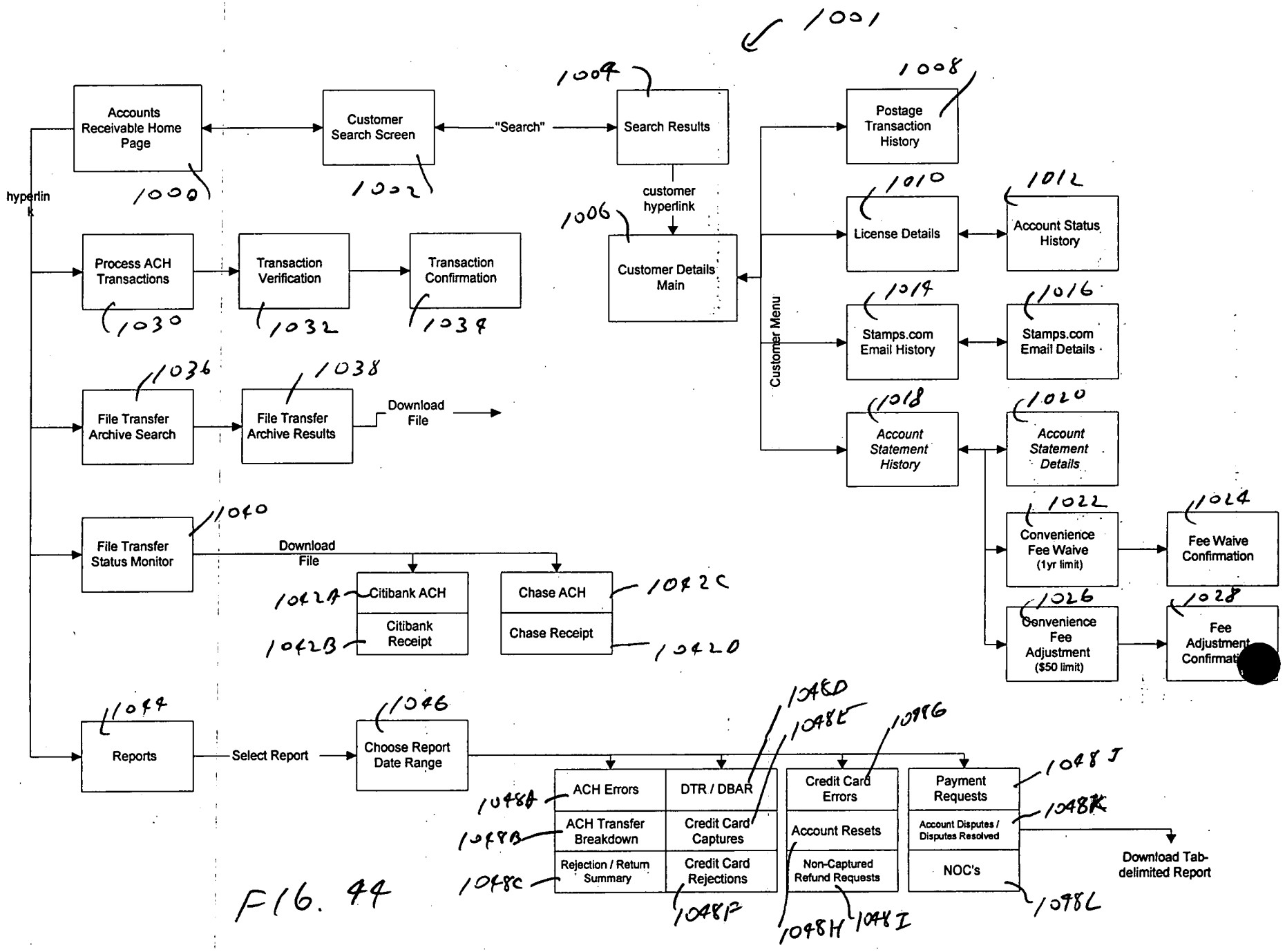

1001
Accounts Receivable Home Page
1000
hyperlink
Customer Search Screen
1002
"Search"
Search Results
1004
customer hyperlink
Customer Details Main
1006
Postage Transaction History
1008
License Details
1010
Account Status History
1012
Customer Menu
Stamps.com Email History
1014
Stamps.com Email Details
1016
Account Statement History
1018
Account Statement Details
1020
Convenience Fee Waive (1yr limit)
1022
Fee Waive Confirmation
1024
Convenience Fee Adjustment ($50 limit)
1026
Fee Adjustment Confirmation
1028
Process ACH Transactions
1030
Transaction Verification
1032
Transaction Confirmation
1034
File Transfer Archive Search
1036
File Transfer Archive Results
1038
Download File
File Transfer Status Monitor
1040
Download File
Citibank ACH
1042A
Citibank Receipt
1042B
Chase ACH
1042C
Chase Receipt
1042D
Reports
1044
Select Report
Choose Report Date Range
1046
ACH Errors
1048A
ACH Transfer Breakdown
1048B
Rejection / Return Summary
1048C
DTR / DBAR
1048D
Credit Card Captures
1048E
Credit Card Rejections
1048F
Credit Card Errors
1048G
Account Resets
1048H
Non-Captured Refund Requests
1048I
Payment Requests
1048J
Account Disputes / Disputes Resolved
1048K
NOC's
1048L
Download Tab-delimited Report

FIG. 44

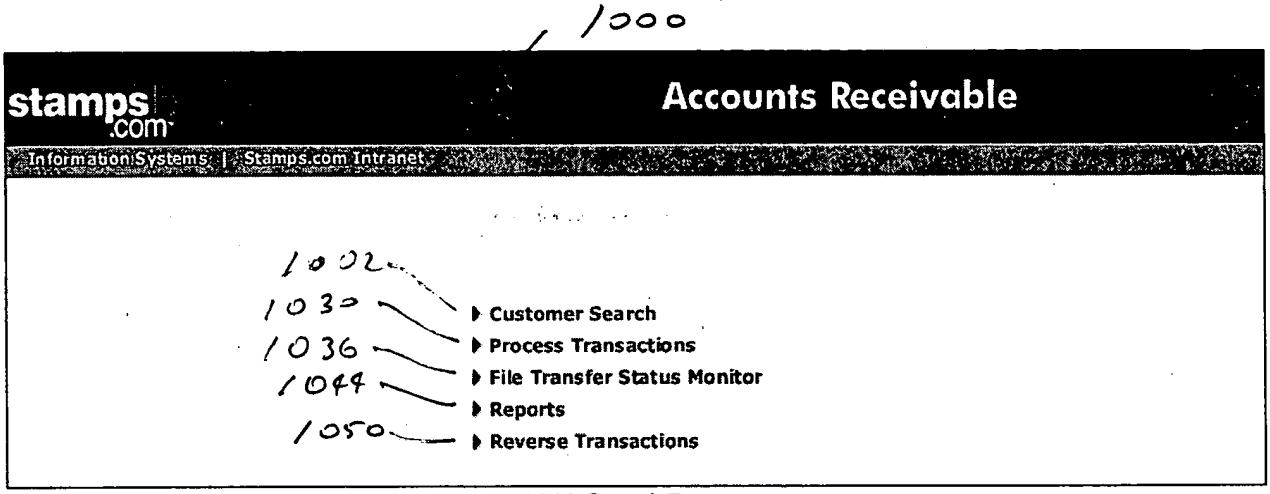

1000
stamps.com
Accounts Receivable
Information Systems | Stamps.com Intranet
1002
1030
1036
1044
1050
Customer Search
Process Transactions
File Transfer Status Monitor
Reports
Reverse Transactions

FIG. 45

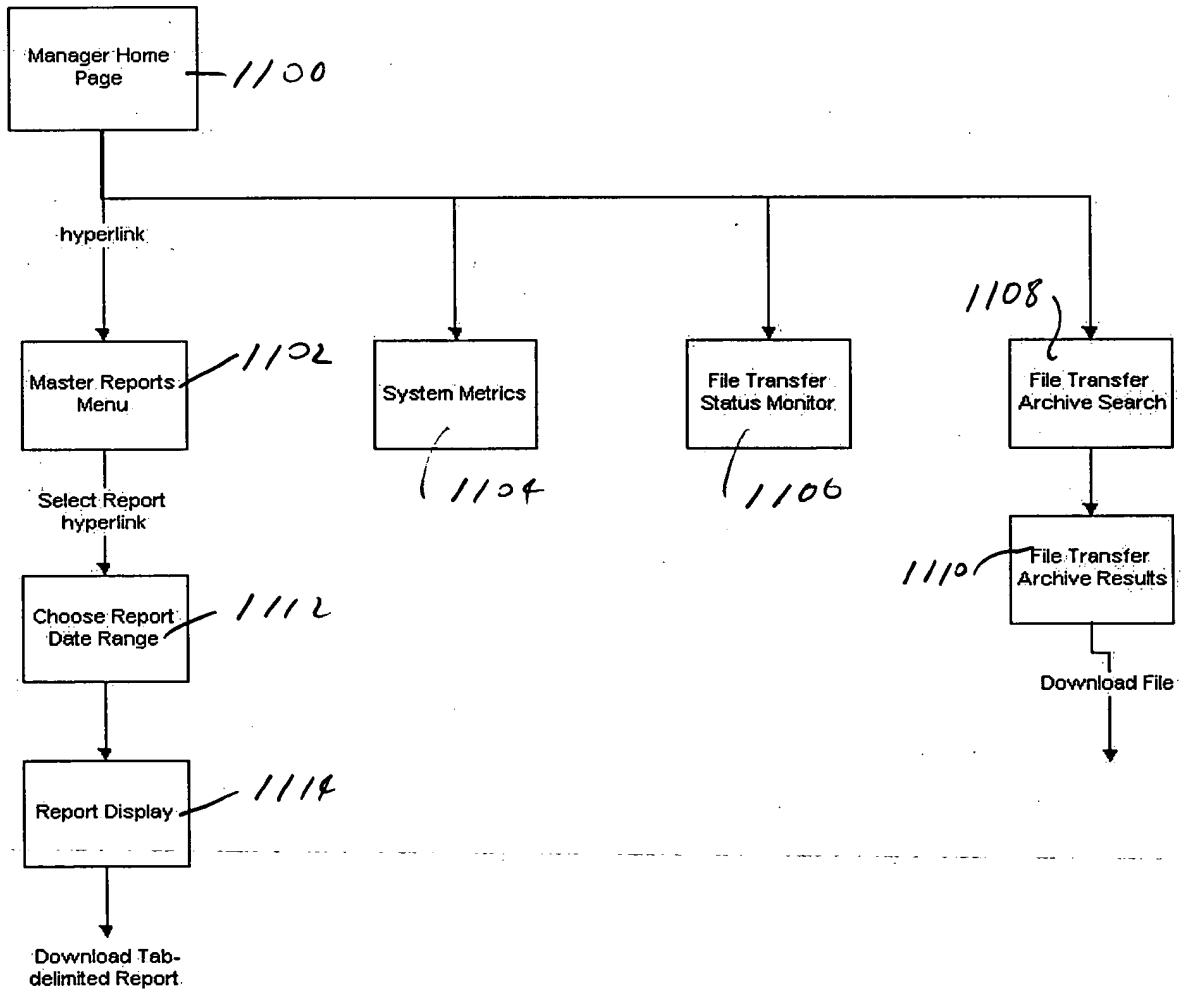

Manager Home Page
1100
hyperlink
Master Reports Menu
1102
System Metrics
1104
File Transfer Status Monitor
1106
1108
File Transfer Archive Search
Select Report hyperlink
Choose Report Date Range
1112
1110
File Transfer Archive Results
Download File
Report Display
1114
Download Tab-delimited Report

FIG. 46

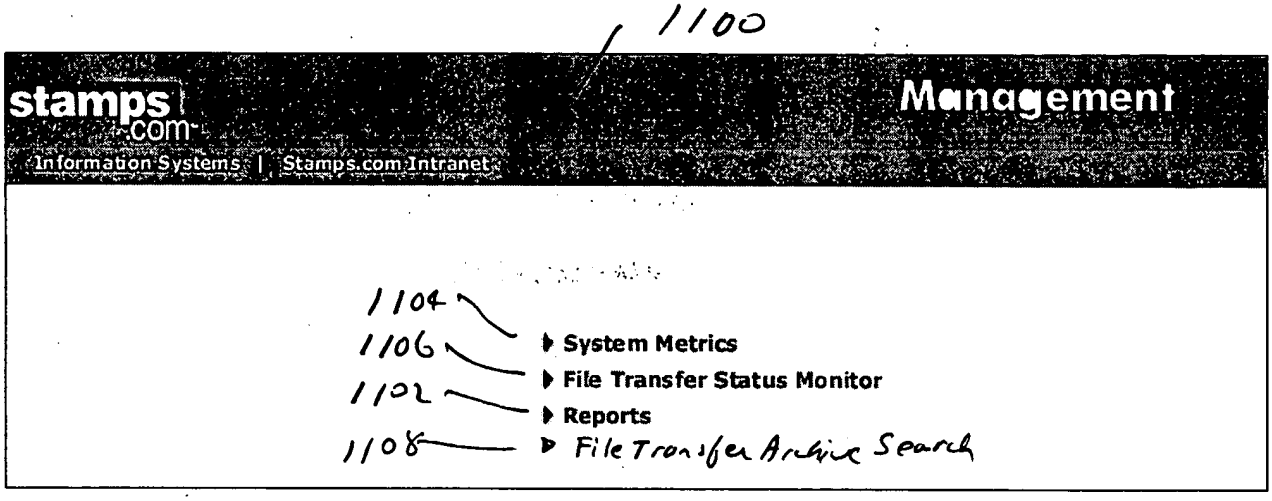


FIG. 47

1104

System Metrics	
# of indicia printed	
Amount of indicia printed	
Amount of postage purchased	
# of logins	
# of login failures due to inauthenticity	
# of login failures due to other causes	
% of unused database connections (measured per TS only)	
# of site server responses	
# of registrations	
# of withdrawals	
# of meter resets made	

FIG. 48

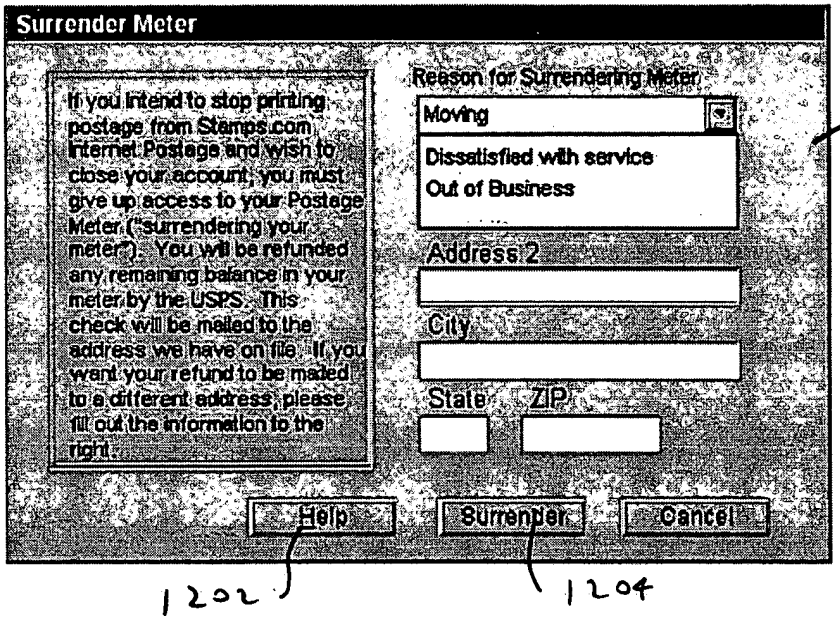


FIG. 49

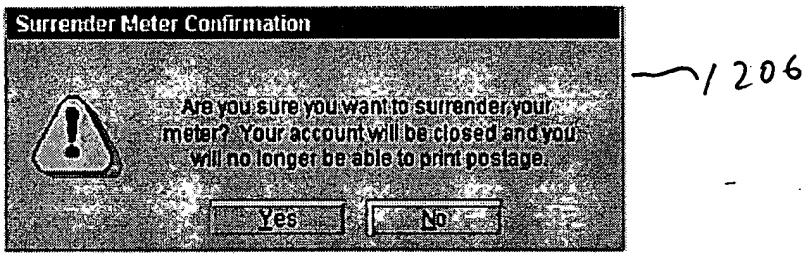


FIG. 50

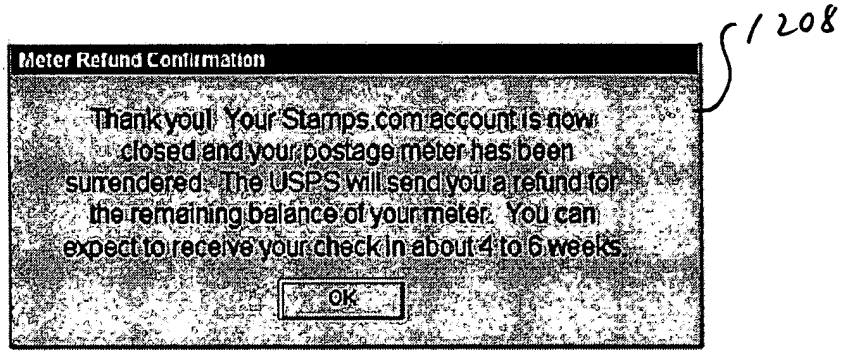
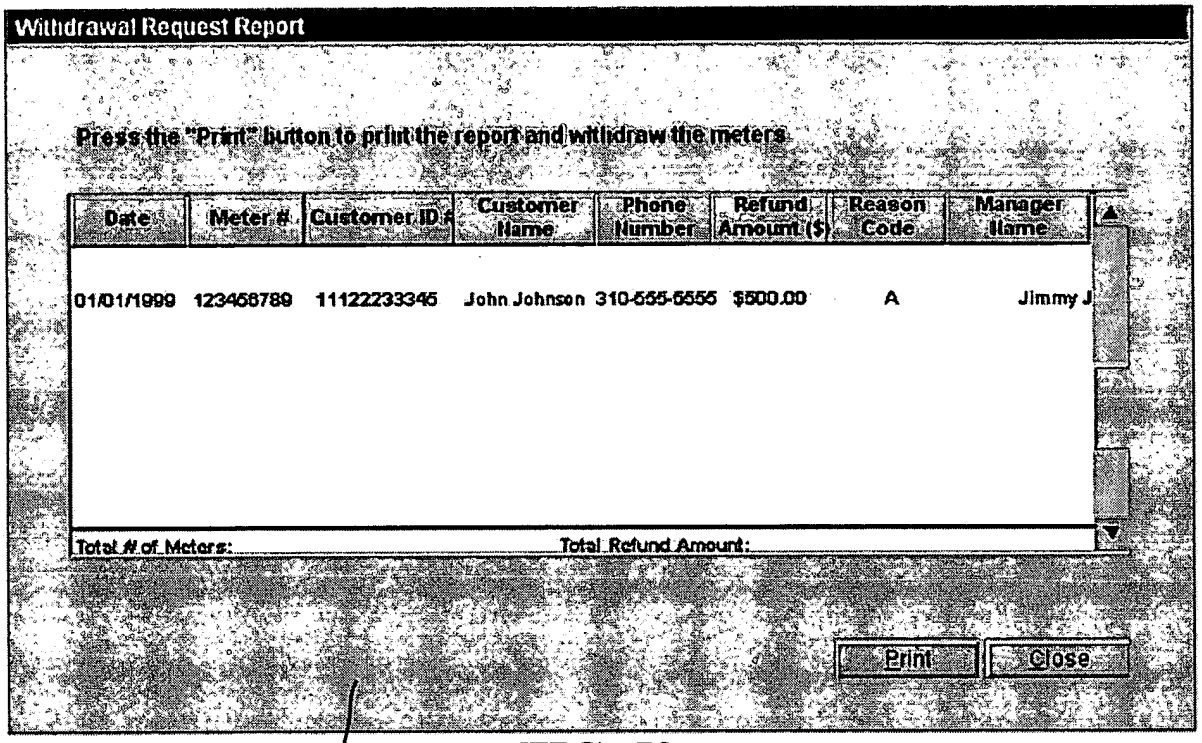
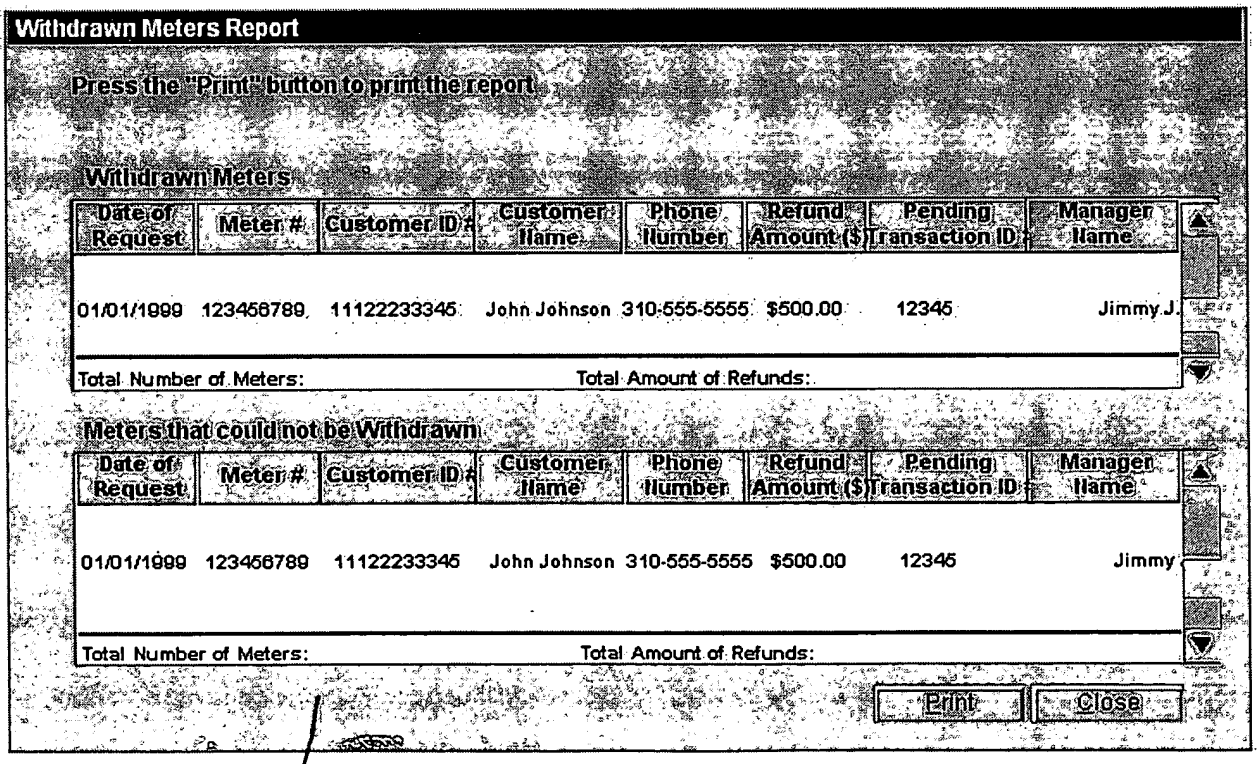


FIG. 51



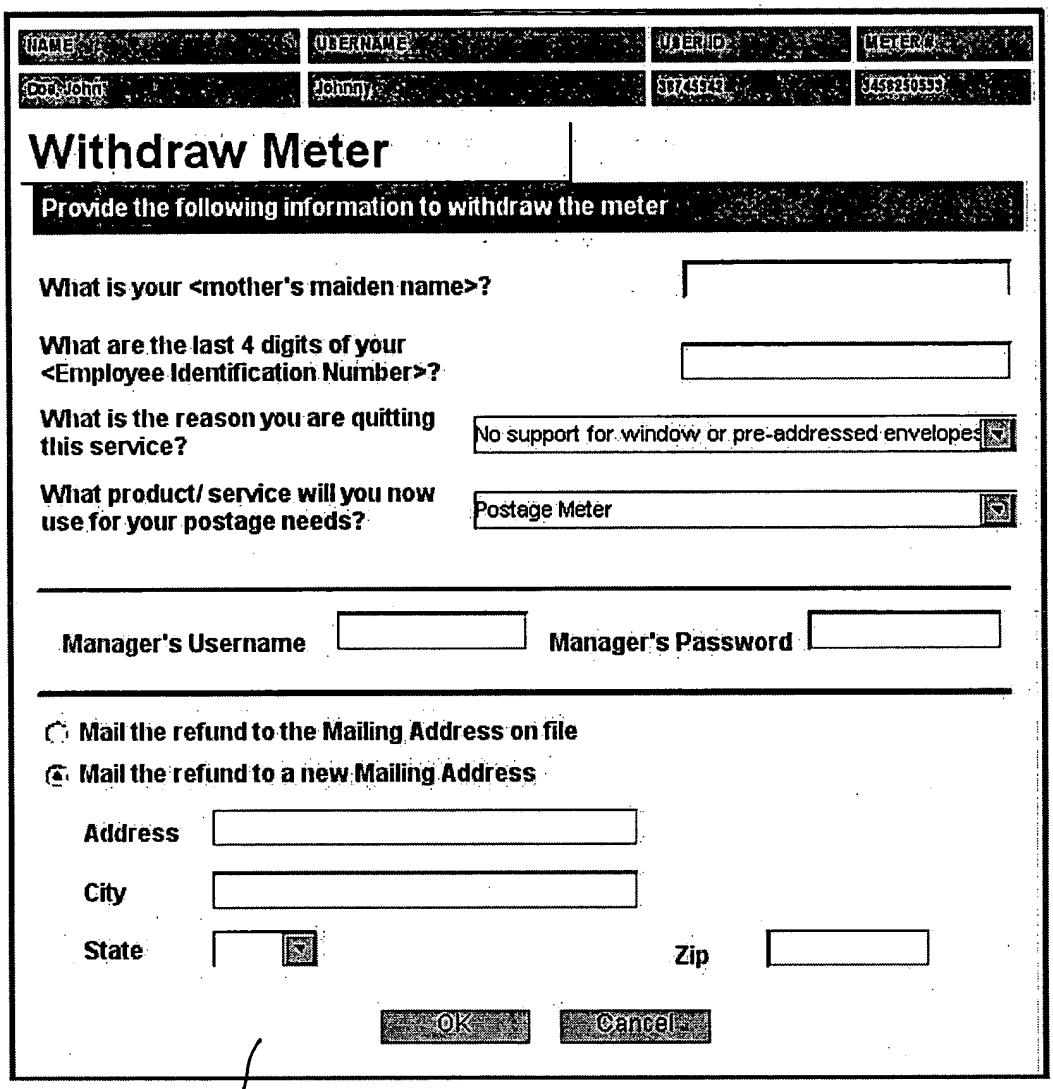
1210

FIG. 52



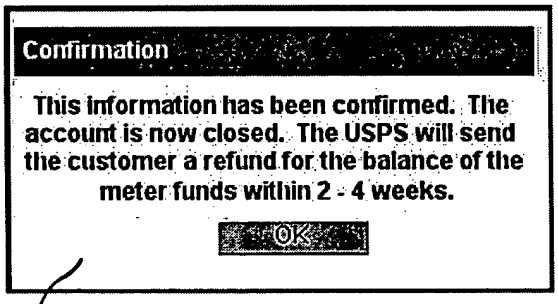
1212

FIG. 53



1219

FIG. 54



1216

FIG. 55

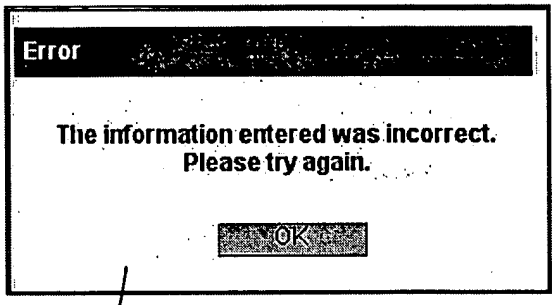

Error
The information entered was incorrect.
Please try again.
OK
1218

FIG. 56

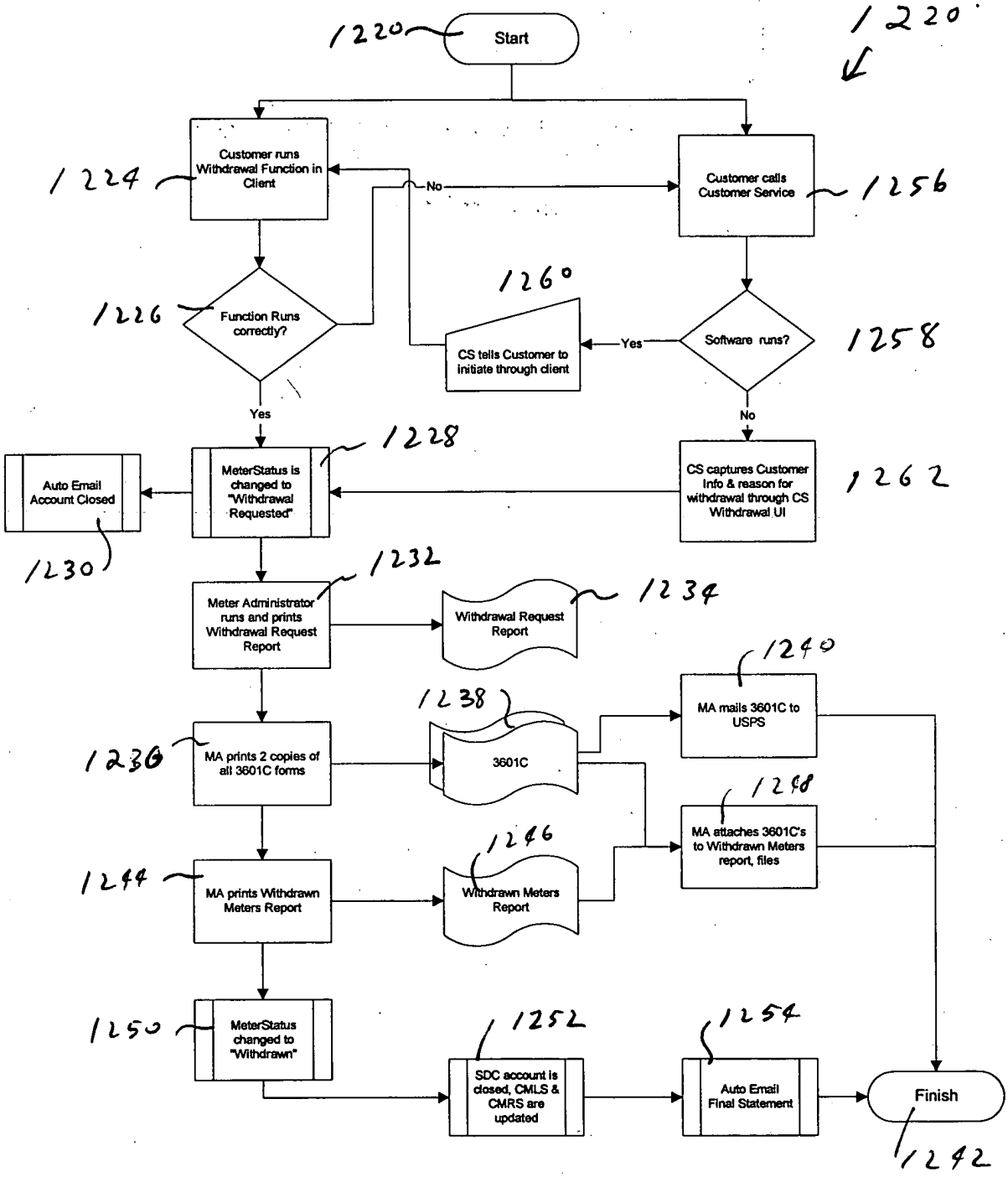

1220
Start
1220
Customer runs Withdrawal Function in Client
1224
No
Customer calls Customer Service
1256
1226
Function Runs correctly?
1260
CS tells Customer to initiate through client
Yes
Software runs?
1258
Yes
No
Auto Email Account Closed
1230
MeterStatus is changed to "Withdrawal Requested"
1228
CS captures Customer Info & reason for withdrawal through CS Withdrawal UI
1262
Meter Administrator runs and prints Withdrawal Request Report
1232
Withdrawal Request Report
1234
1240
MA mails 3601C to USPS
1238
3601C
1236
MA prints 2 copies of all 3601C forms
1248
MA attaches 3601C's to Withdrawn Meters report, files
1246
1244
MA prints Withdrawn Meters Report
Withdrawn Meters Report
1250
MeterStatus changed to "Withdrawn"
1252
1254
SDC account is closed, CMLS & CMRS are updated
Auto Email Final Statement
Finish
1242

FIG. 57

Date	Meter #	Customer ID	Customer Name	Phone	Refund Amount ($)	Reason	Manager Name
							Person who initiated
		Count			Total ($)		(if applicable)

1234

FIG. 58

Date of Request	Meter #	Customer ID	Customer Name	Phone	Refund Amount	Pending Transaction ID #	Manager Name
Withdrawn Meters							
						N/A	Person who initiated
		Count			Total ($)		(if applicable)
Meters that could not be Withdrawn							
		Count			Total ($)		

1246

FIG. 59

Form PS 3601-C

1270

Postage Meter Activity Report

Activity (check one)
1. Installation
2. Replacement
3. Withdrawal
Manufacturer Code
A. Reason for Meter Activity (check one)
1. New Meter
2. License Revocation
3. Mechanical Failure (Not QAR)
4. Question of Accurate Registration
5. Model Change
6. Fire/Flood
7. Electronic Failure (Not QAR)
8. Change of PO
9. Cancellation

FIG. 60

B. Licensee Information
1. Customer Name (as it appears on license certificate)
2. LPO City, State, and Zip Code
3. License Number
4. Manufacture Customer Account Number
5. Manufacture Reference Only
C. Meter Location
1. Street Address
2. City, State, ZIP+4
3. Contact Person Name
4. Phone Number
5. Contact Person's Signature (optional)
6. Name of Post Office/Classified Branch and State
7. Zip Code Designation
D. Withdrawn Meter Information
1. Model Number
2. Date Withdrawn
3. Serial Number
Type of Meter (check one)
4. Decimal (.001)/Non-Decimal (.01)
5. CMRS
6. Penalty CMRS
7. Manual Set
8. Penalty Manual Set
9. CMRS Account Number
10. Fed. Agency Code - Cost Code
11. Locking Serial Number
Register Readings at Time of Installation (format =ddd.ccc)
12. Ascending Register
13. Descending Register
14. Control Total
15. MATS Total
E. Installed Meter Information
1. Model Number
2. Date of Install
Type of Meter (check one)
3. Mechanical failure (Not QAR)
4. Decimal (.001)/Non-Decimal (.01)
5. CMRS
6. Penalty CMRS
7. Manual Set
8. Penalty Manual Set
9. CMRS Account Number
10. Fed. Agency Code - Cost Code
11. Locking Serial Number
Register Readings at Time of Installation (format =ddd.ccc)
12. Ascending Register
13. Descending Register
14. Control Total
15. MATS Total

FIG. 60 (continued)

F. Refunded/Transferred Postage (format =ddd.ccc)
1. Amount of Refund
2. Amount of Transfer to Installed Meter
3. Amount of Credit to CMRS Account
Refund/Transfer was (check one)
4. Issued
5. Not Issued
Not Issued Reason (check one)
6. Exceeded Local Limits
7. Not Determined
8. Refund Request Forwarded to USPS Office (City and State)
9. CMRS Account Number
10. CMRS Clear Code
11. Address to Where Refund Check Should be Mailed (if different than the meter location)
G. Manufacture's Authorized Representative
1. Telephone Number
2. Dealer/Branch Office Code
3. Date
4. Signature of Manufacture's Authorized Representative
H. Postal Service Representative
1. Printed Name
2. Title
3. Signature
4. Finance Number
5. Stamp

FIG. 60 (continued)

DATA FORMAT INDICIA VERSION NUMBER		
System Type	**Indicia Type**	**Hexadecimal Value**
Open	Regular	0x00
	Correction	0x01
	Redate	Not applicable
	Refund	0x02
Closed	Regular	0x10
	Correction	0x11
	Redate	Not applicable
	Refund	0x12

1272

FIG. 61

DATA FORMAT ALGORITHM ID	
Algorithm Type	**Hexadecimal Value**
DSA	0x01
RSA	0x02
ECDSA	0x03

1274

FIG. 62

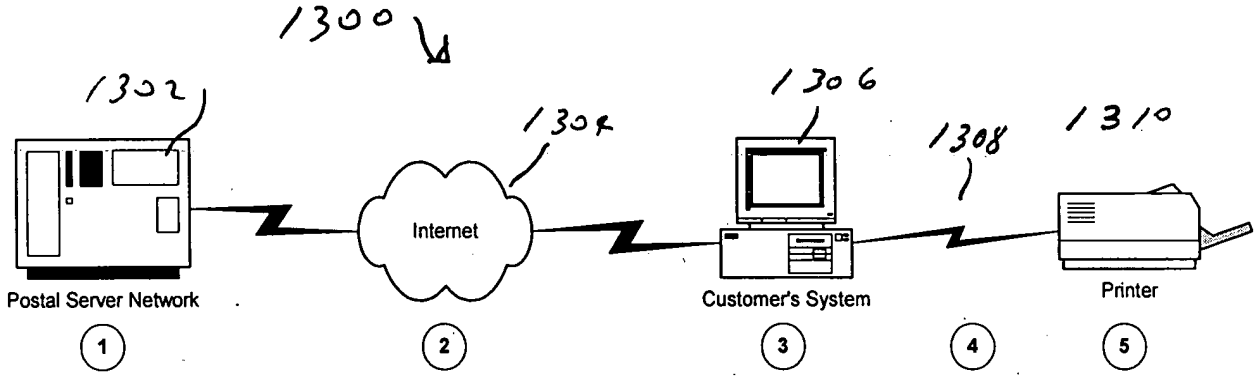


FIG. 63

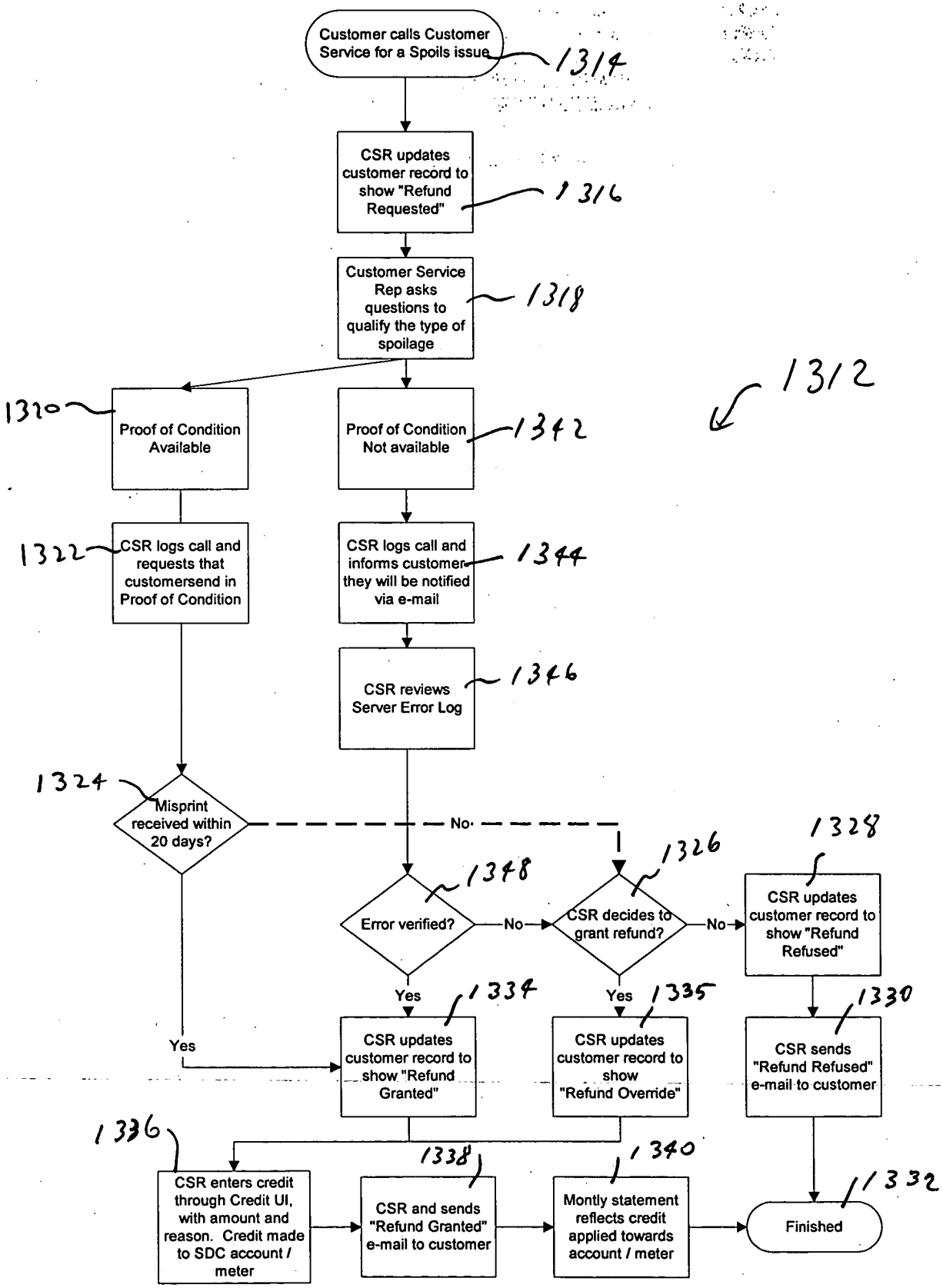
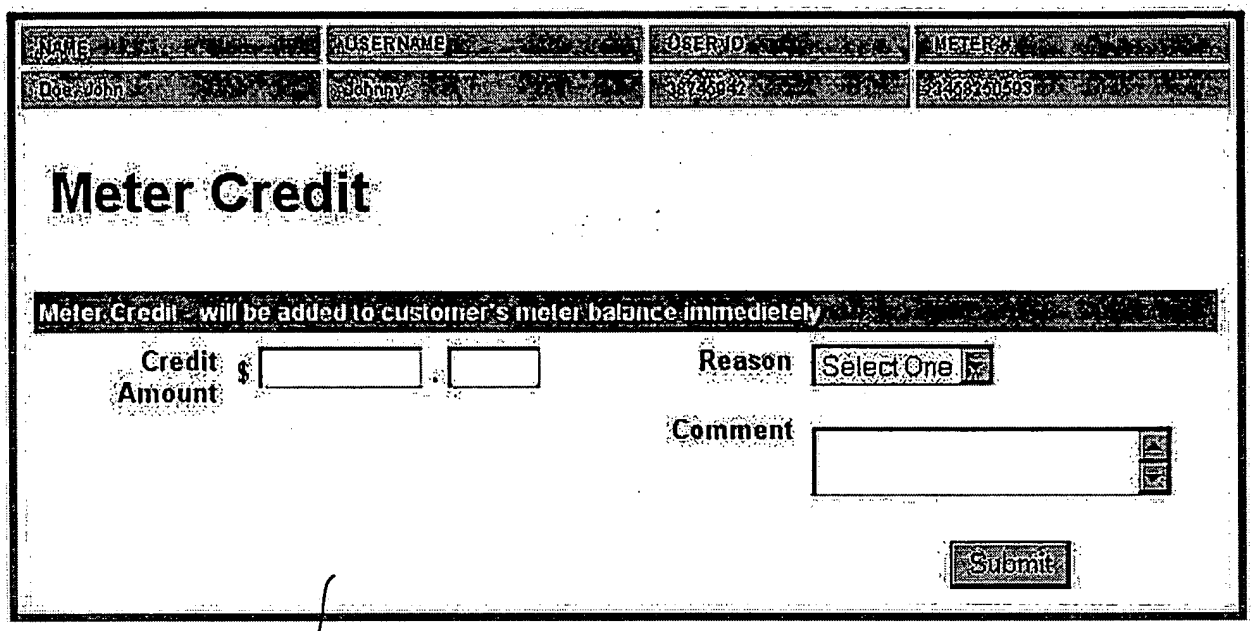
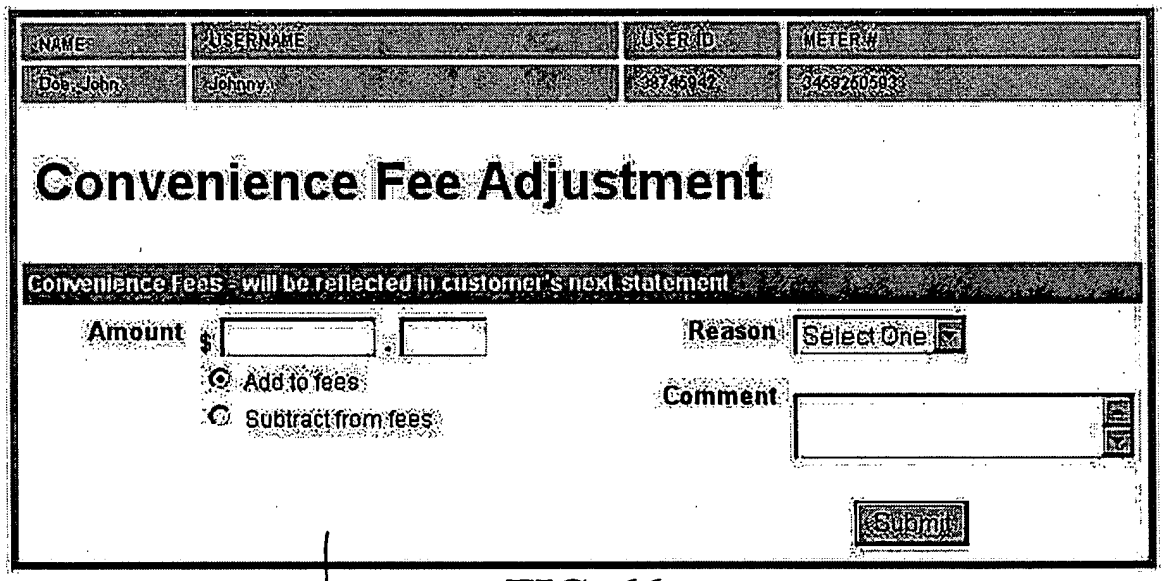

Customer calls Customer Service for a Spoils issue
1314
CSR updates customer record to show "Refund Requested"
1316
Customer Service Rep asks questions to qualify the type of spoilage
1318
1312
1320
Proof of Condition Available
Proof of Condition Not available
1342
1322
CSR logs call and requests that customersend in Proof of Condition
CSR logs call and informs customer they will be notified via e-mail
1344
CSR reviews Server Error Log
1346
1324
Misprint received within 20 days?
No
1326
1328
1348
Error verified?
No
CSR decides to grant refund?
No
CSR updates customer record to show "Refund Refused"
Yes
Yes
1334
1335
1330
Yes
CSR updates customer record to show "Refund Granted"
CSR updates customer record to show "Refund Override"
CSR sends "Refund Refused" e-mail to customer
1336
1338
1340
1332
CSR enters credit through Credit UI, with amount and reason. Credit made to SDC account / meter
CSR and sends "Refund Granted" e-mail to customer
Montly statement reflects credit applied towards account / meter
Finished

FIG. 64



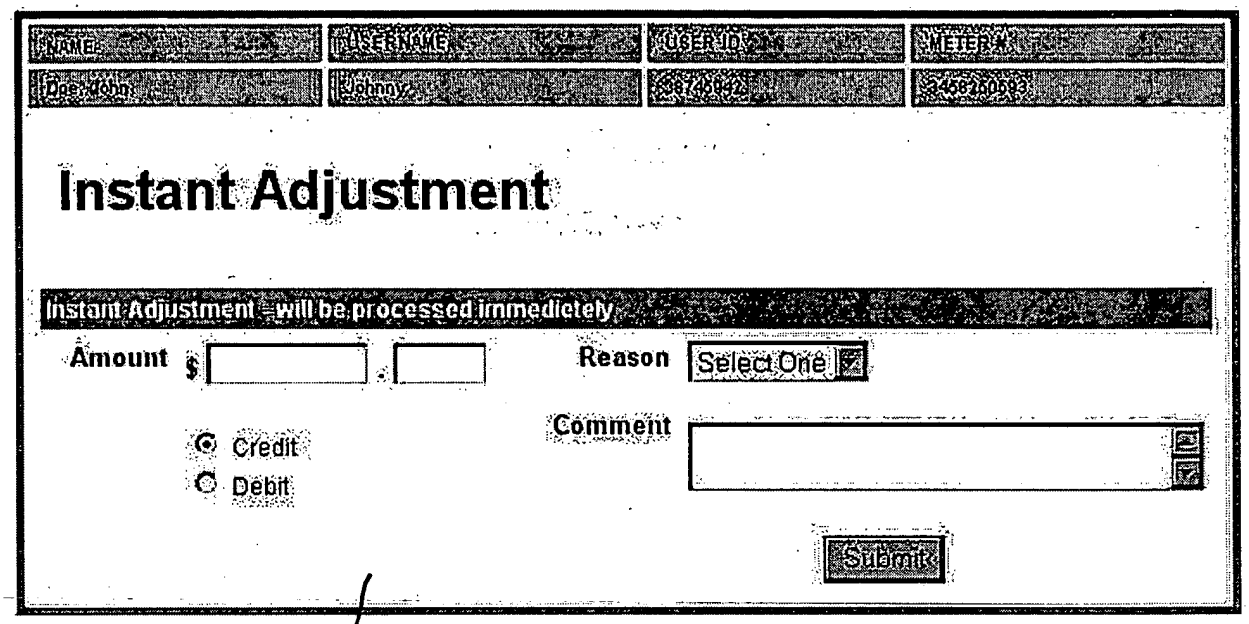
1360

FIG. 65



1362

FIG. 66



1369

FIG. 67

Date	Customer ID	Customer Name	CSR Name	Reason	Comment	Amount
						Total

1366

FIG. 68

CUSTOMER NAME

Date	Support Rep Name	Reason	Amount Credited
			Total

1368

FIG. 69

1370?

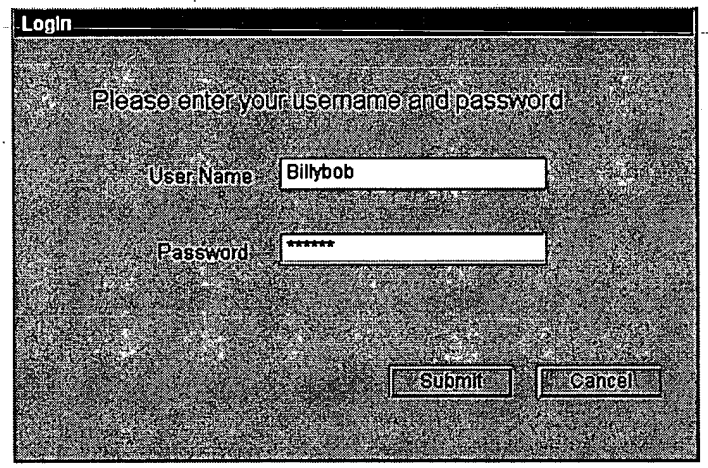
Error Type	Approach 1	Approach 2	Approach 3
1. Postal Server Network 2. Internet Connection	• CSR logs request as per normal in CRS software • CSR or Payment Administration accesses the server error log on a daily basis (log contains only error and time of error) using a printout only • CSR manually scans log to verify request and failure, and match time of error • If request is verified, CSR updates record through CS interface. This causes automatic e-mail to notify customer of credit. This interface records reason of credit, and is free-flow. Does not explicitly credit the print transaction. • If request is not verified, refer to Misprints Policy (CSR can override) • If customer calls back, CSR can override with credit.	• CSR has real-time access to the server error log. Log is parsed and generated based on meter # and customer ID • The log can be queried by date and/or by customer ID and/or by meter ID and/or by error type • Verifiable requests can be approved instantly • Non-verifiable requests are at CSR's discretion • Credits can be made directly to meter, rather than service account	• Same as approach 2 except CSR also has access to the customer's profitability score (an A, B, C score based on metrics such as pricing plan, any fees paid, customer service usage, etc.) • For non-verifiable requests, A's are automatically granted refunds • B's and C's are handled at CSR's discretion
3. Customer's hardware/ client software	• CSR logs request as per normal in CRS software • Client mails misprint, if available • CSR validates receipt and updates customer record • If error can't be verified, refer to Misprints Policy • CSR can override this at their discretion	• CSR has real-time access to a client error log (similar to server error log). Client log is maintained on server and is updated on each print • The log can be queried by date and/or by customer ID or Meter ID and/or by error type • Verifiable misprints can be approved instantly • Non-verifiable requests are at CSR's discretion • Credits can be made directly to meter, rather than service account	Same as Postal Server Network / Internet Connection
4. Printer Connection 5. Printer	• CSR logs request as per normal in CRS software • Client mails misprint, if available • CSR validates receipt and updates customer record • If no misprint available, refer to Misprints Policy • CSR can override this, at their discretion	• CSR has near real-time access to the customer's request/refund history (shows date/time of request, error type, amount, if it was granted, and reason) • Based on results, CSR can automatically grant or deny the request • If the request seems questionable, CSR can still ask for misprint to verify • Credits can be made directly to meter, rather than service account	• CSR has real-time access to the customer's request/refund report as well as the customer's profitability score (an A, B, C score based on metrics such as pricing plan, any fees paid, customer service usage, etc.) • A's are automatically granted refunds for Reimbursement Postage • B's and C's are handled at CSR's discretion

FIG. 70

Code	Envelope State	Description	Server Action
00	No 2nd Scan	Passed, no problems	Log Date - No status change
01	Not Passed	Other, requires manual entry	Suspend Customer
02	Not Passed	Indicia Scanned but Misprinted	Suspend Customer
03	Not Passed	FIM Error	Suspend Customer
04	Not Passed	Address Error	Request Customer send another envelope, reset expected time to 20 days
05	Not Passed	Postnet Barcode Error	Request Customer send another envelope, reset expected time to 20 days
06	Not Passed	Damaged Envelope, not scannable, but looks fine	Request Customer send another envelope, reset expected time to 20 days

1400

FIG. 71



1401

FIG. 73

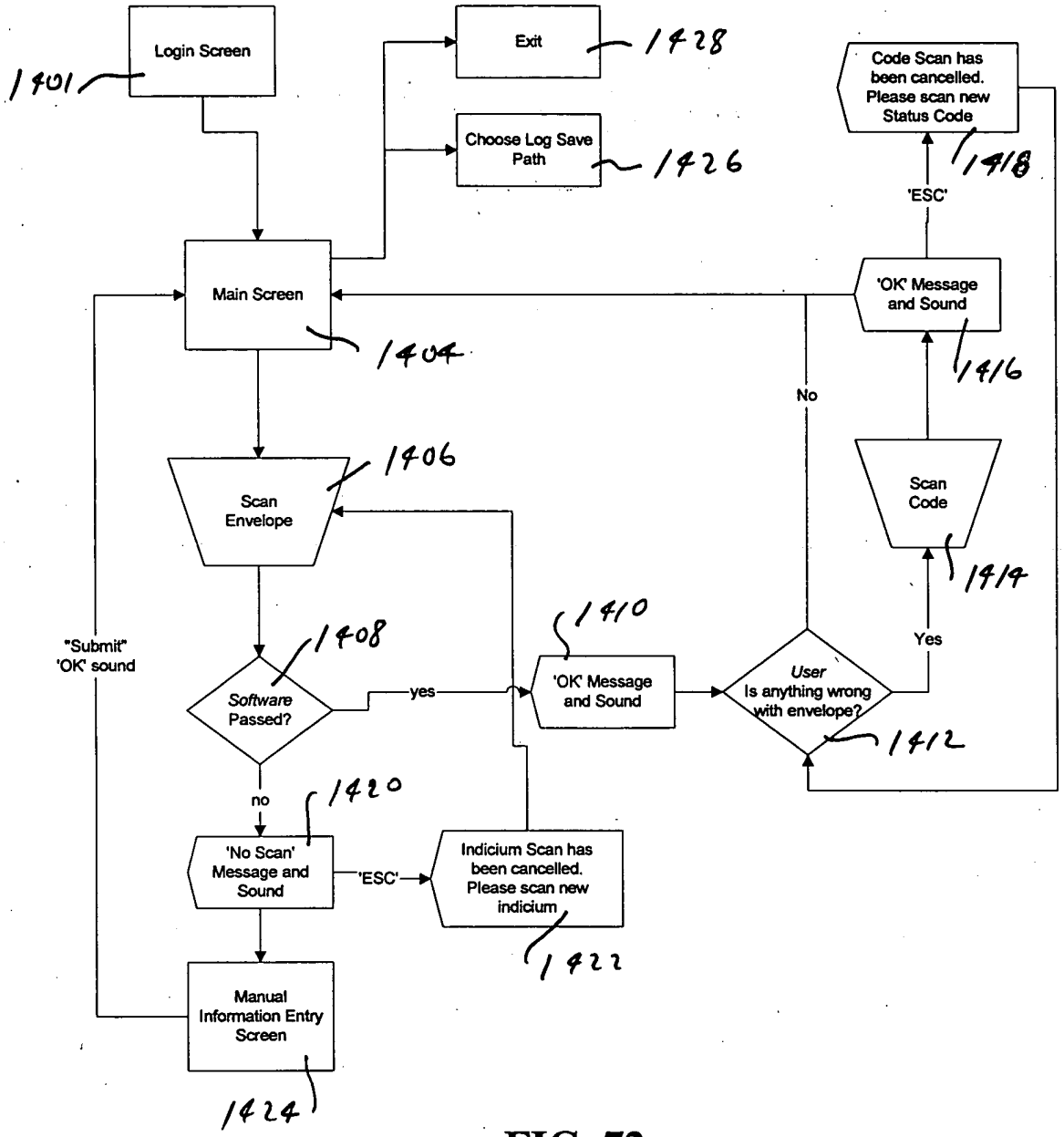
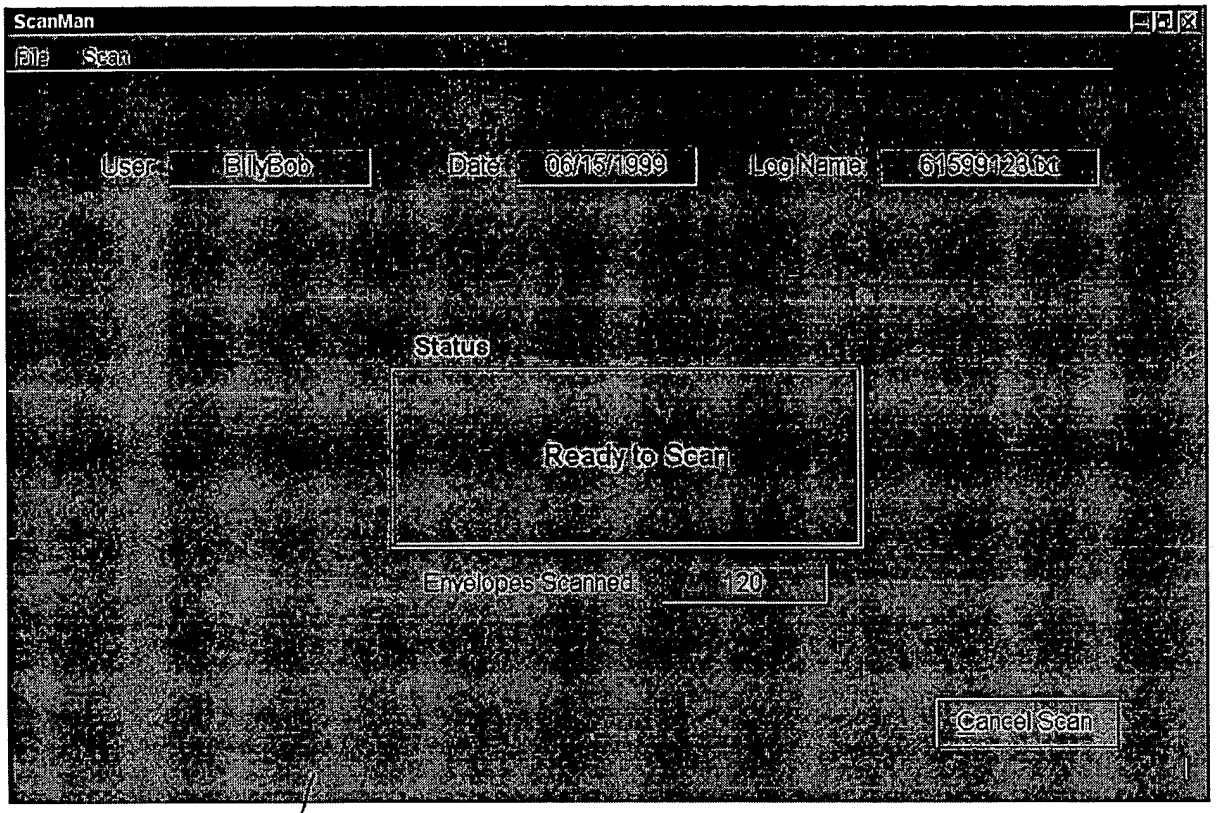
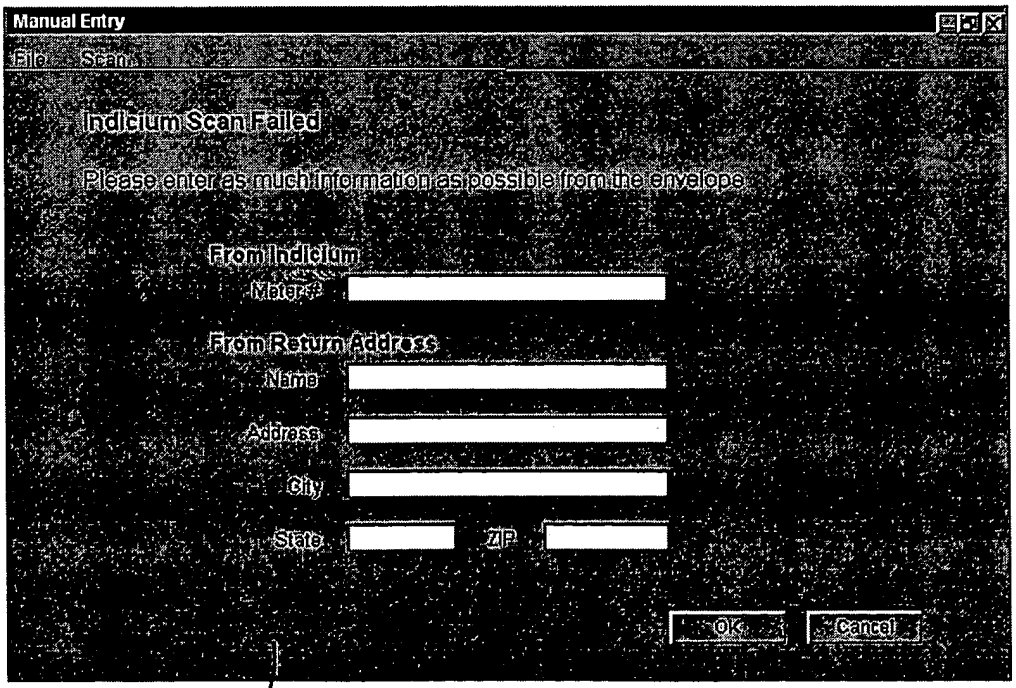

Login Screen
1401
Exit
1428
Choose Log Save Path
1426
Code Scan has been cancelled. Please scan new Status Code
1418
'ESC'
Main Screen
1404
'OK' Message and Sound
1416
No
Scan Envelope
1406
Scan Code
1414
"Submit" 'OK' sound
1408
Software Passed?
yes
1410
'OK' Message and Sound
User Is anything wrong with envelope?
Yes
1412
no
1420
'No Scan' Message and Sound
'ESC'
Indicium Scan has been cancelled. Please scan new indicium
1422
Manual Information Entry Screen
1424

FIG. 72



1406

FIG. 74



1424

FIG. 75

Meter Event	Status Date & Time	Event Log Comment	*Description*
Meter Assigned	Date of Registration		*Meter assigned to a customer without a license*
Meter Leased	Date of License Approval		*Meter assigned to a customer with a license*
Meter Suspended	Suspension Date	*Reasons:* • Forms not received • QA Envelope not received • QA Envelope not passed • Fees not paid • Administrative hold • Suspected fraud	*Meter Administrators can suspend and unsuspend meters for these reasons*
Meter Withdrawal Requested	Request Date	*Source:* • User • Customer Support	*User has requested meter be terminated*
Meter Withdrawn	Withdrawal Date		*User request that meter be terminated has completed*
Meter Suspended	Date of Suspension	Comment: reason for suspension	*Meter has been suspended by USPS*
Meter Revoked	Date of Revocation	Comment: reason for revocation	*License has been revoked by USPS*

1430

FIG. 76

PaymentStatus	Status Date & Time	Payment Status Comment	*Description*
Requested	Date of request		
Pending	Date of submission to Citibank or credit card processor	Bank payment sent to	
Returned	Date of return notification	Citibank fax ID# or CC code	*Bad Account # or NSF*
Rejected	Date of rejection notification	Citibank fax ID# or CC code	*Bad ABA # for ACH; authorization rejection or capture rejection for credit cards*
Approved	Date of approval	NOC if applicable	*ACH approval after ACH wait period*
Authorized	Date of authorization	Approval code (CC only)	*Credit card approval*
Captured	Date of capture		*Credit card value has been captured*

1432

FIG. 77

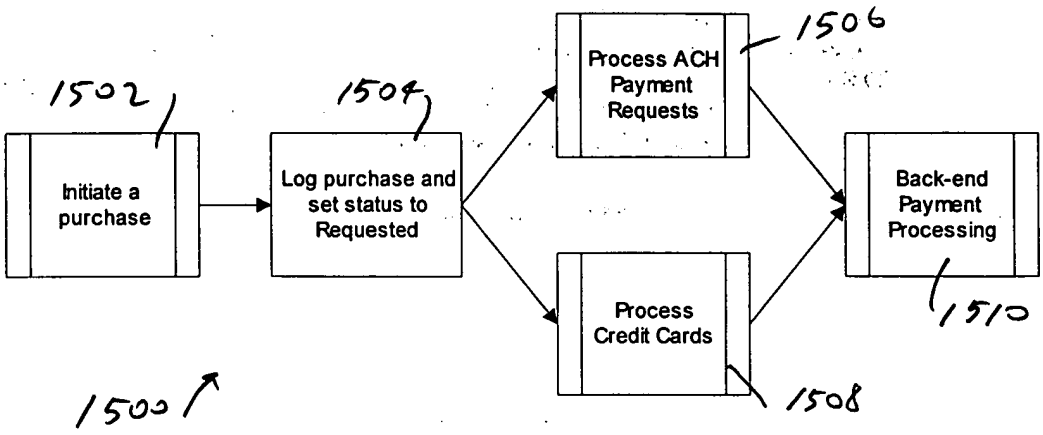


FIG. 78

Card	Length	Begins With
VISA	13 or 16	4
MasterCard	16	51-55
American Express	15	37, 34
Diners Club	14	30, 36, 38X
Carte Blanche	14	389
Discover/Novus	16	6011
JCB	16	352800-358999
JAL	15	1800, 2131

1503

FIG. 79

Card number	5	0	0	1	2	3	4	5	6	9	8	9
Weight	2	1	2	1	2	1	2	1	2	1	2	1
Interim result	10	0	0	1	4	3	8	5	12	9	16	9
Digit sum	1+0+0+0+1+4+3+8+5+1+2+9+1+6+9= 50											
MOD10 check	50/10 = 5, Check Digit Is Valid											

1505

FIG. 80

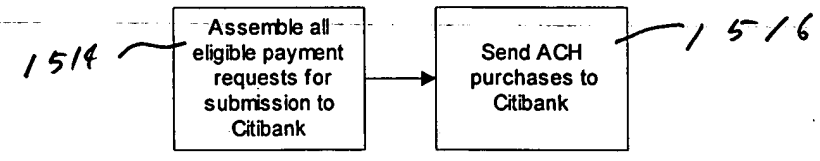


FIG. 81

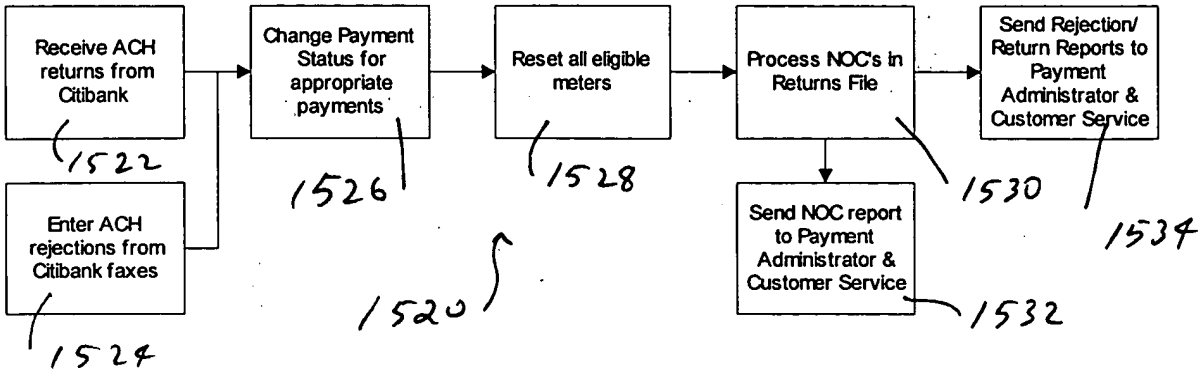


FIG. 82

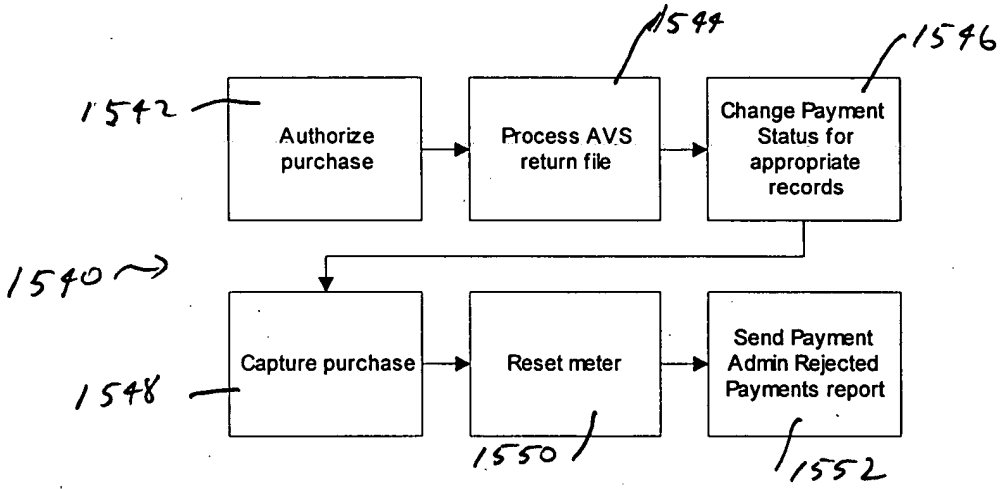


FIG. 83

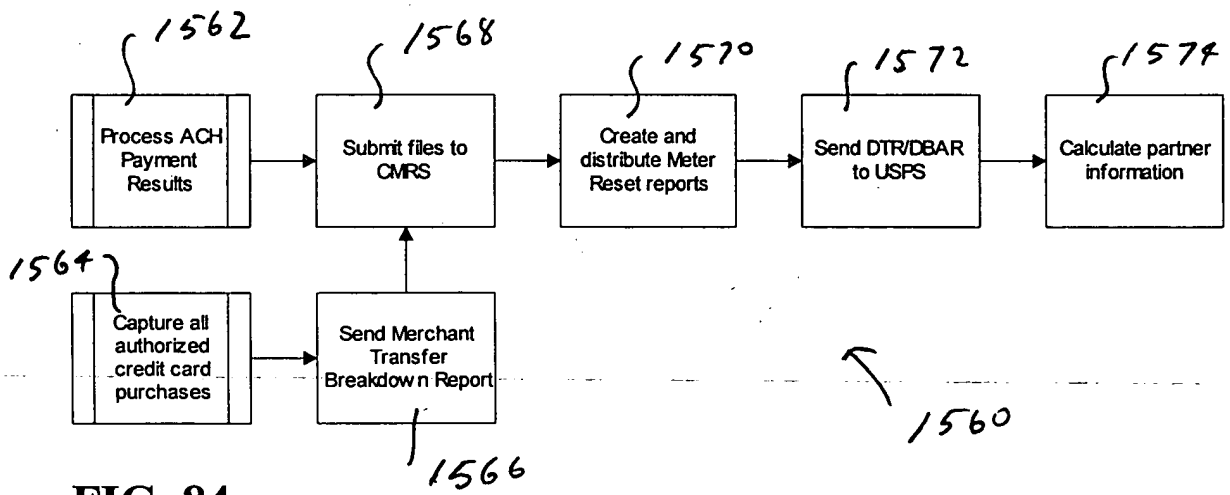


FIG. 84

Field	Description	Type
Plan Number	Number used to track each plan	Number
Plan Name	Name presented to the customer	String
SKU Number	Internal stock keeping unit number. Refer to SKU Numbering requirements document	32-bit Integer
Description Text	Text of plan description sent to client	String
Description URL	URL for additional pricing plan description text sent to the client	String
Contract Text	Text of plan contract sent to client. While this is defined on a per plan basis, only the text from Plan #1 is used for all plans	String
Plan Category	Information on grouping the pricing plans together	String
Minimum Purchase	Minimum amount which customers are allowed to reset into their meters at one time	$
Maximum Purchase	Maximum sum of new purchases, pending purchases, and meter contents	$
Annual Fee	Prepaid fee for year of use	$
Monthly Base Usage	Total dollar amount of postage that customers can print in each month for the Monthly Base Fee	$
Monthly Base Fee	Charge this minimum amount every month	$
Charge per Print	Charge this amount for all postage printed that exceeds the Monthly Base Usage	%
Monthly Fee Cap	Maximum amount that can be charged per month	$
Free Postage	Reset the meter with the given amount (paid for out of the Stamps.com account) after the customer is given a license and has purchased postage	$
Free Starter Kit	Customer receives starter kit (labels, etc.) after receiving a license	Y/N
Store Discount	Associated discount at the Stamps.com store	%.
No billing if quitting within first billing cycle	Customer is not billed if they quit within the first billing cycle after registration. Y = Do not bill the customer N = Bill the customer This applies only to the first billing cycle. After the first billing cycle, use the process detailed in **Error! Reference source not found.**	
Display Plan to User	Display/hide plan on the client. The plan that the customer is currently billed under should also be displayed on the client even if this flag is "N" for that plan	Y/N
Offer Valid Start Date	Customer is able to sign up for the plan beginning on this date	Date
Offer Valid End Date	Customer can no longer sign up for the plan after this date	Date
Purchase Required	Postage purchase required during registration	Y/N
Preferred Type	Billing plans are normally displayed in the client in the order that they are listed in the database. Place the preferred billing plan at the top of the selection list in the client	Y/N

1576

FIG. 85

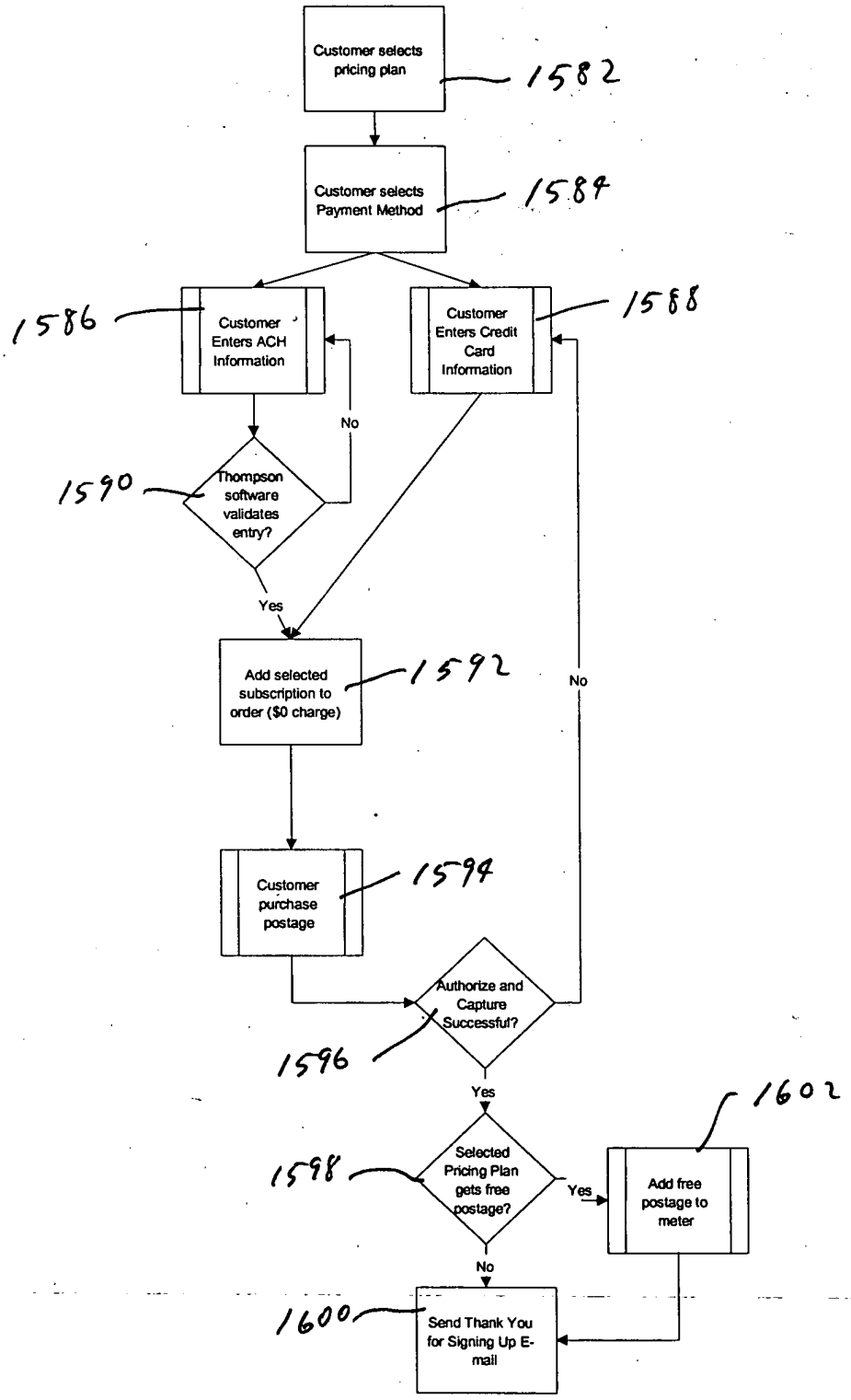

Customer selects pricing plan
1582
Customer selects Payment Method
1584
1586
Customer Enters ACH Information
1588
Customer Enters Credit Card Information
No
1590
Thompson software validates entry?
Yes
Add selected subscription to order ($0 charge)
1592
No
Customer purchase postage
1594
Authorize and Capture Successful?
1596
Yes
1602
1598
Selected Pricing Plan gets free postage?
Yes
Add free postage to meter
No
1600
Send Thank You for Signing Up E-mail

FIG. 86

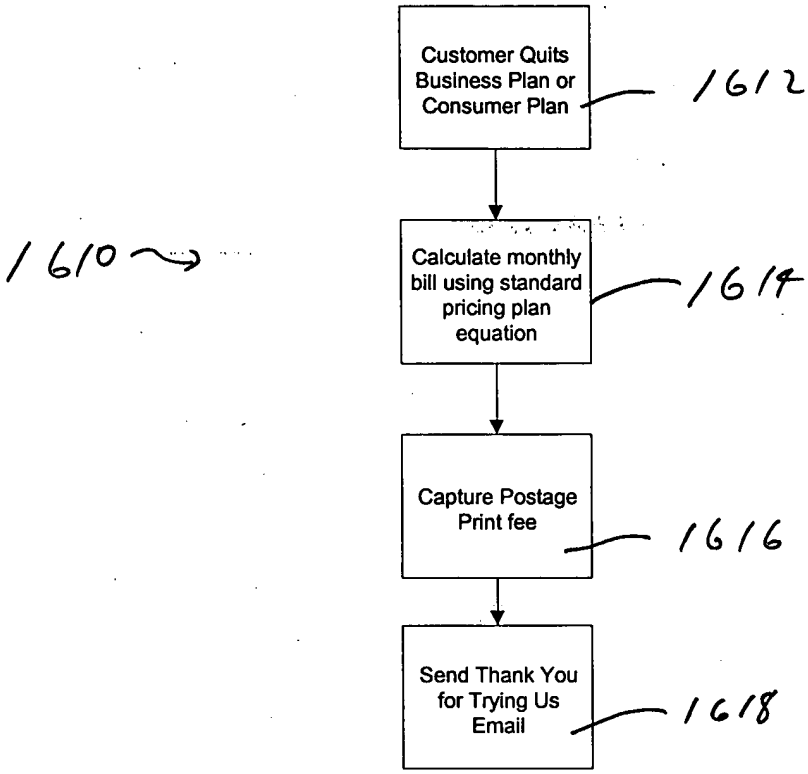

Customer Quits Business Plan or Consumer Plan
1612
1610
Calculate monthly bill using standard pricing plan equation
1614
Capture Postage Print fee
1616
Send Thank You for Trying Us Email
1618

FIG. 87

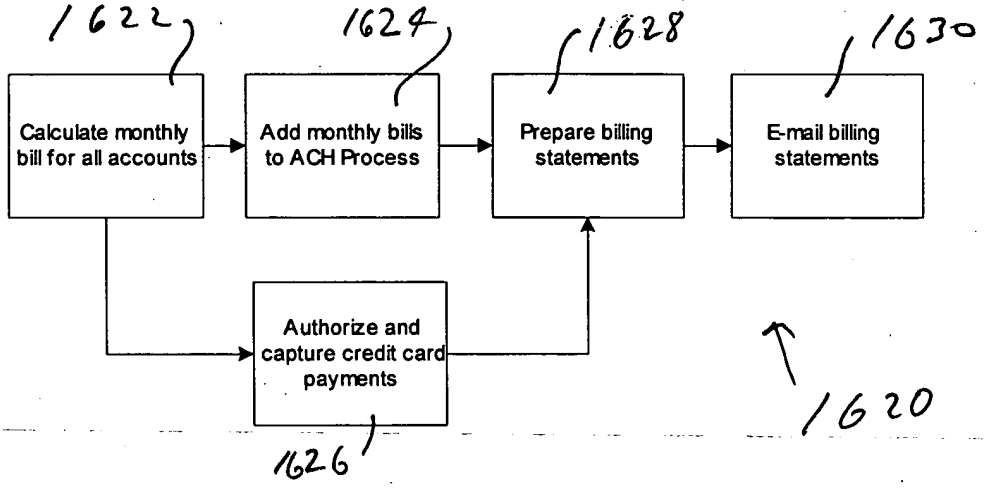

1622
1624
1628
1630
Calculate monthly bill for all accounts
Add monthly bills to ACH Process
Prepare billing statements
E-mail billing statements
Authorize and capture credit card payments
1626
1620

FIG. 88

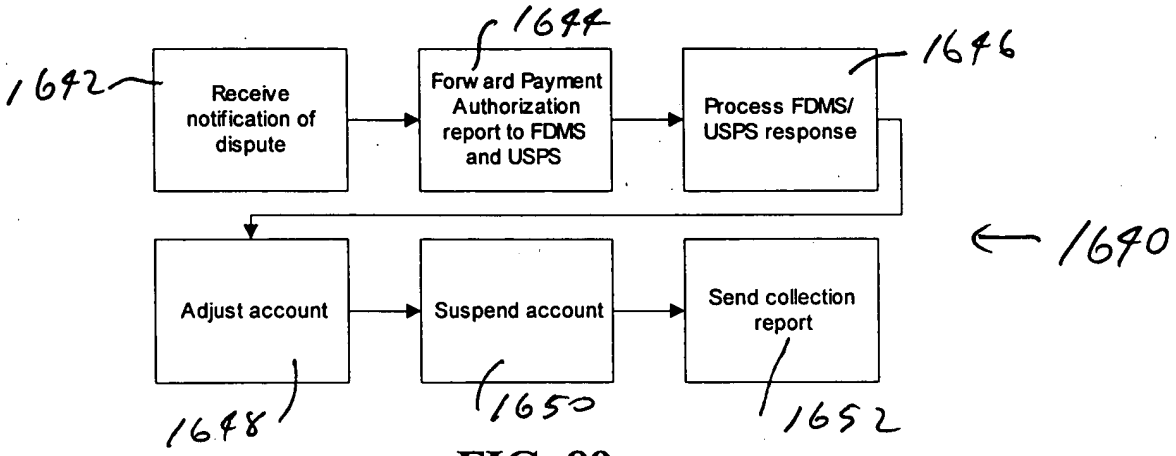


FIG. 89

DTR/DBAR Fax
PC POSTAGE

ACCOUNT BALANCE

Activity Date: *MM/DD/YY*

To:	**United States Postal Service** **Ms. Sheryl L. Stone** **Administrator** **Accounting Service Center – Finance Branch** **Boulevard** **2825 Lone Oak Pkwy** **Eagan, MN 55121-9610**	**From:**	**Stamps.com** **Payment Processing** **3420 Ocean Park** **Suite 1040** **Santa Monica, CA 90405**
Telephone:	**(651) 406-1103**	**Telephone:**	**(310) 581-7200**
Facsimile:	**(651) 406-1259**	**Fax:**	**(310) 314-8533**

Ref #	Description	Amount ($)
1	Previous Day Ending Account Balance	$ 0.00
2	(+) ACH Debit Collections From Lockbox Bank	$ 0.00
3	(+) Credit Card Collections	$ 0.00
4	(-) Total Meter Resettings	$ 0.00
5	(-) ACH Debit Reversals	$ 0.00
6	(-) Credit Card Charge Backs	$ 0.00
7	(+ / -) Miscellaneous Adjustments	$ 0.00
8	Ending Account Balance	$ 0.00

1660

_____ Signature _____ Date

FIG. 90

Stamps.com

Detail of Reconciling Items on the DBAR

Activity Date _____

Resubmitted Transactions for Meters Previously Reset but Subsequently Reversed

Resubmission Date	Meter ID	Amount
Net Difference Between EFT Collections and Meter Resettings		$ -

Rejected Transactions

Effective Date	Meter ID	Amount
Total Rejected Transactions		$ -

Returned and Retired Transactions

Process Date	Meter ID	Amount
Total Returned and Retired Transactions		$ -
Total ACH Reversals		$ -

Credit Card Charge Backs

Process Date	Meter ID	Amount
Total Credit Card Charge Backs		$ -

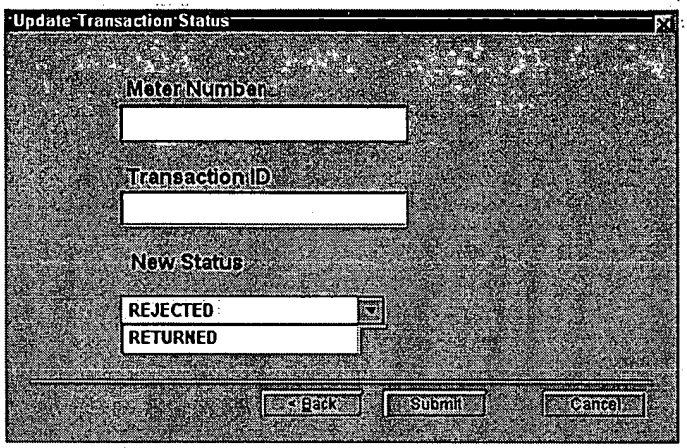
1670

FIG. 91

Line Item Ref	Term	Definition
1	Previous Day Ending Account Balance	Total amount of customer deposits within CMRS database. Set amount to zero ($0.00) since customers do not have the option of depositing funds with the USPS
2	ACH Debit Collections from Lockbox Bank	Total amount of ACH debit file. Total of all ACH postage transactions submitted for processing during the 24-hour reporting cycle, including customer purchases, free postage, credits, etc. (if applicable)
3	Credit Card Collections	Total amount of credit card transaction processed for day. Total of all credit card postage transactions submitted for processing during the 24-hour reporting cycle, including customer purchases, free postage, credits, etc. (if applicable). This applies to both Merchant and Agent Models
4	Total Meter Resettings	Total amount of funds reset on customer meters. Total amount added to customers' accounts during the 24-hour reporting cycle
5	ACH Debit Reversals	Total amount of funds removed from customer's account as a result of a returned ACH transaction. (Details should be provided on a separate sheet). Individual postage purchase transactions that were rejected by the ACH processor should be listed in a section labeled "Rejected Transactions" on the attached schedule (see "DBAR Detailed Schedule"), including the effective date that the transaction was originally submitted, the device identification number, and the amount. Individual postage purchase transactions that were returned and retired should be listed in a section labeled "Returned and Retired Transactions" on the attached schedule (see "DBAR Detailed Schedule"), including the date the returned transaction was processed by Stamps.com, the device identification number, and the amount. The "Total ACH Reversals" should be derived from the subtotals of "Rejected Transactions" and "Returned and Retired Transactions" and included on the attached schedule (see "DBAR Detailed Schedule")
6	Credit Card Charge Backs	Total amount of fatal credit card transactions. Individual credit card postage purchase transactions that were subsequently identified as being returned as a charge back should be listed in a section labeled "Credit Card Charge Backs" on the attached schedule (see "DBAR Detailed Schedule"), including the date that the transaction was processed by Stamps.com, the device identification number, and the amount
7	Miscellaneous Adjustments	Total amount of adjustments made to DDA not in any of the above categories. Based on the current design of the postal system, this line item should not apply to Stamps.com
8	Ending Account Balance	Amount should be zero since we do not give customers the option of depositing funds with the USPS

FIG. 92

1672



1680

FIG. 93

1682

FIG. 94